

**POLICY RESOLUTION OF THE  
BOARD OF DIRECTORS  
OF  
BELLAVITA AT GREEN TEE HOMEOWNERS ASSOCIATION, INC.**

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The undersigned, being the Secretary of BellaVita at Green Tee Homeowners' Association, Inc. (the "Association"), certifies that the attached Policy Resolution was adopted by the Board of Directors of the Association at a meeting duly called and held on November 30, 2011 at which a quorum was at all times present:

**BellaVita at Green Tee Homeowners' Association  
Human Resources Policy**

**Policy** – The Board of Directors of BellaVita at Green Tee Homeowners Association ("HOA") believes that each employee contributes to the beautiful life at BellaVita.

The Board has engaged Association Management, Inc. ("AMI") to provide support to the BellaVita Clubhouse staff per the Human Resources standards and practices of AMI.

**Scope** – This policy is designed to provide guidance concerning employee policies and benefits for HOA employees. It does not constitute an expressed or implied contract and should not be viewed or interpreted as a contract between the HOA and its employees. Employment is at will and can be ended by either the employee or the HOA at any time for any lawful reason. The HOA reserves the right to amend, modify, or delete any policy or benefit.

**Employee benefits** – Eligible employees are provided with a number of benefits. Some programs, such as Social Security, workers' compensation insurance and unemployment insurance cover all employees in the manner prescribed by law. Permanent, full-time employees, who are scheduled to work 40 hours weekly, may be eligible for other benefits.

**Insurance** – The HOA provides employee insurance as follows:

**Medical insurance** is available to full-time employees upon completion of the ninetieth (90<sup>th</sup>) day of employment. If an employee chooses to participate in this program, the HOA contributes a portion of the employee's premium only, and the employee may take coverage for his dependents as his own cost. The HOA contributes a portion of medical insurance premiums each month; however, the HOA reserves the right to change or discontinue contributions.

**Life insurance** in the amount of \$15,000 is offered to full-time employees upon completion of the ninetieth (90<sup>th</sup>) day of employment. The HOA contributes a portion of life insurance premiums each month; however, the HOA reserves the right to change or discontinue contributions.

**Dental insurance** is offered to full-time employees upon completion of the ninetieth (90<sup>th</sup>) day of employment. The HOA does not contribute toward dental insurance. The employee is responsible for 100% of his premium and may take coverage for his dependents at his own cost.

**Other insurance coverage**, including vision, additional life insurance, or accidental death and dismemberment, may be offered to full-time employees. The HOA does not contribute toward other insurance. The employee is responsible for 100% of his premium.

**401(K)** – Full-time employees are eligible to participate in the 401(K) plan upon completion of one full year of service with the HOA prior to the open enrollment periods, and on attainment of the age of twenty-one (21) years of age. Currently the HOA matches the employee contributions, up to six percent (6%) of salary at a rate of one (1) to four (4) following one (1) year of continuous employment. The HOA reserves the right to change or delete the matching contribution. Employee contributions are 100% vested and HOA contributions vest as follows:

Years of service	Vested percentage
1	0%
2	20%
3	40%
4	60%
5	80%
6	100%

**Vacation** – Full-time employees are entitled to ten (10) working days paid vacation per year. It is required that employees take five (5) working days after six (6) months and the second five (5) working days after twelve months of employment. No more than five (5) working days vacation may be taken at one time. Vacation days are not cumulative and must be taken within the proper time frame, or they will be forfeited. Earned, but unused vacation days are lost at termination.

**Bonus Vacation Days** – For full-time employees, one additional bonus vacation day is granted for every year of completed employment, up to five (5) years – making a maximum of five (5) additional vacation days. These days are not cumulative, nor are they reimbursed if not used.

**Personal/Sick Days** – For full-time employees, four hours per month of service will be accumulated for paid personal leave, subject to a maximum of six (6) days leave per year. These days are to be used for illness, family problems, emergency medical/dental appointments, funerals, etc. These days are not cumulative, nor are they reimbursed if not used. Any absence in excess of six (6) days will be deducted from that pay period or taken from earned days. Personal days must be taken in increments of at least one-half (1/2) day.

**Holidays** – Permanent full-time employees will be paid for time off for holidays. Full-time employees will receive holiday pay based on 8 hours. The following are paid holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

**Overtime Pay** – Non-exempt Clubhouse staff will be compensated at a rate of one-and-a-half times their normal hourly rate for hours worked after normal Clubhouse operating hours and for hours worked on holidays, including Memorial Day, Independence Day, and Labor Day. Overtime will also be paid for hours worked after 6 pm on New Year's Eve.

Non-exempt BellaVita Clubhouse staff will be compensated at a rate of one-and-a-half times their normal hourly rate for hours worked in excess of 40 hours per week. For payroll and overtime purposes, BellaVita's week begins on Wednesday and ends on Tuesday.

**Exempt Employee** – The clubhouse manager is an exempt, salaried position.

**Bonus Payments** – The HOA Board customarily issues Christmas bonus payments to employees. All bonus payments will be processed through the normal payroll processing system and payroll taxes will be withheld. Employees will receive net payroll checks equal to the amount authorized by the Board.

**Performance Evaluations** – Formal performance evaluations may be conducted at the end of the probationary period in any new position. Annual performance evaluations and salary reviews are conducted in March of each year. The Clubhouse Manager reviews the Clubhouse staff and the Board reviews the performance of the Clubhouse Manager.

The Board of Directors evaluates and approves a pool for salary increases, usually expressed as a percent of existing salaries. This percentage will represent the average increase for employees

and will become the guideline for awarding increases. Individual salary increases within the guideline will be based on employee performance. Employees with more than six (6) months of service are eligible for an annual salary increase.

The Board of Directors will determine the salary treatment of the Clubhouse manager, based on the budget and performance.

The Treasurer will provide to the Clubhouse Manager the salary pool for the year and a listing of employees with current salary, date of last increase, and length of service.

The Clubhouse Manager will recommend individual salary increases to the Board of Directors using the guideline in the pool as follows:

1. Rank the relative performance of employees
2. Calculate the dollars available by multiplying the guidelines time the total salaries of all employees
3. Distribute the dollars based on rankings/performance
4. Salary increases may range from zero to 2 times the guideline.

The Board of Directors will evaluate the Clubhouse Manager's recommendations and make a final determination on salary increases. Salary increases are solely at the discretion of the Board and the Board reserves the right to approve no salary increases.

**Job Descriptions** – Job descriptions have been established as follows:

**Clubhouse Manager:**

**Reporting Structure** – The Clubhouse Manager reports to the BellaVita Board of Directors.

**Job Summary**–The clubhouse manager oversees the day-to-day maintenance and operations of the BellaVita Clubhouse and common property, ensuring that high standards of quality are maintained throughout the club's premises for the benefit of the residents. The Clubhouse Manager also establishes the overall scheduling and usage of the Clubhouse and other common facilities.

**Essential Functions:**

- Maintain excellent relationships with the BellaVita HOA Board of Directors, residents of the community, and BellaVita clubs and groups
- Oversee the management and maintenance of club premises and facilities
- Maintain inventory list of all equipment in clubhouse with model numbers, serial numbers, warranties, etc. for all clubhouse equipment
- Maintain a list of approved contractors
- Maintain equipment and facility maintenance logs and develop preventive maintenance plans

- Manage financial management tasks as directed by the BellaVita HOA Board of Directors and management company, including the development and execution of a clubhouse budget
- Manage office operations and supervise assigned personnel
- Manage human resource functions, such as recruitment, training and scheduling of staff
- Maintain yearly calendar and monthly schedules for all clubhouse events
- Write and distribute weekly newsletter with all upcoming events and calendar for the week
- Coordinate and manage use of clubhouse rooms for resident functions as well as private rentals
- Maintain website for the community
- Manage excellent overall appearance of BellaVita Clubhouse and common property
- Responsible for implementing and identifying safety procedures for members, guests and associates when on premises or participating in activities
- Responsible for identifying the need for, obtaining approval for and implementing all clubhouse purchases, contract negotiations as well as execution with various contractors
- Responsible for new member orientations, member ID badges, parking stickers and information packet
- Manage and update procedural manuals as requested by the Board of Directors and the management company
- Manage Clubhouse and pool security
- Maintain database of security logs for front gates
- Maintain relationships with property management company
- Maintain BellaVita community email list
- Responsible for overseeing health and safety guidelines as approved by the BellaVita HOA Board of Directors
- Manage database of residents addresses, phone numbers, vehicle license plate numbers, parking stickers, resident security forms, birthdays and anniversaries
- Assist receptionists at the front desk with queries, ticket sales, classes, etc.
- Manage all monies, including ticket sales, guest fees, petty cash and other income related to Club BellaVita
- Coordinate classes and activities for BellaVita residents
- Manage the enforcement of BellaVita Clubhouse rules and regulations
- Other duties as assigned by the BellaVita HOA Board of Directors or the management company

**Knowledge, Skills and Abilities:**

- High school diploma required; some college preferred
- Degree in business desirable
- Previous management experience required
- Excellent computer knowledge in Microsoft Office and desktop publishing
- Excellent leadership skills
- Excellent customer service skills
- Financial management skills an asset
- Excellent human resource management skills
- Excellent operations management skills

- Excellent communication skills
- Excellent organizational skills and ability to work with a minimum of supervision.
- Excellent time management skills

### **Maintenance Associate**

**Reporting Structure** – The Maintenance Associate reports to the Clubhouse Manager.

**Job Summary**–The maintenance associate is responsible for the general maintenance of the clubhouse, pool, spa, and common areas around the clubhouse and retention pond and all equipment therein, ensuring that high standards of quality are maintained throughout the club’s premises for the benefit of the residents.

#### **Essential Functions:**

- Responsible for maintenance of all clubhouse and common property equipment
- Responsible for maintenance and cleanliness of the clubhouse, grounds, ponds and lakes
- Maintain, replace, repair and/or upgrade interior and exterior facilities
- Coordinate and communicate with sub-contractors for repair or maintenance
- Monitor maintenance supplies
- Empty trashcans in the clubhouse, around pool and around the lake three times a week or more, if needed
- Set up tables and chairs for various BellaVita functions
- Clean deck chairs and tables around the pool area
- Manage a pest control program for the clubhouse and pool area
- Perform preventative maintenance on Clubhouse equipment
- Direct the daily and weekly pool/spa maintenance contractor activities
- Identify and manage a routine maintenance program for the facilities
- All other duties as assigned by the Clubhouse Manager

#### **Knowledge, Skills and Abilities**

- High school diploma or general equivalency diploma (G.E.D.) required
- Minimum of 2 years of facility and equipment maintenance experience
- Experience and knowledge of building, pool and spa maintenance
- Excellent time management skills
- Excellent interpersonal skills
- Excellent work ethic
- Experience working with sub-contractors

### **Receptionist**

**Reporting Structure** – The BellaVita receptionist reports to the BellaVita Clubhouse Manager.

**Job Summary** – Graciously greets residents and guests, handles incoming calls and performs general administrative duties with high standards of quality in all aspects of the position.

**Essential Functions:**

- Answer telephone, assisting callers and/or taking messages when necessary
- Assist residents and/or guests during their visit to the clubhouse, insuring that everyone is properly identified
- Meet and greet prospective homeowners by answering their questions regarding the clubhouse and giving them a tour of the facilities
- Ensure that rules and regulations of the clubhouse are maintained
- Prepare flyers and/or tickets for upcoming events
- Send and receive faxes for residents and clubhouse office
- Make copies for the residents and clubhouse office
- Prepare telephone and address list of all residents on a quarterly basis
- Prepare birthday/anniversary list each month and post on bulletin board
- Maintain visitor pass log and collect visitor fees for use of pool, spa or exercise equipment
- Maintain database of resident security forms, addresses, phone numbers, vehicle license plate numbers, parking stickers, birthdays and addresses
- Make ID badges for residents
- Schedule orientation for new residents
- Sell tickets for clubhouse functions
- Opening duties:
  - Unlock doors, turn on computers, TV and music system
  - Check phone messages and distribute to appropriate individuals
  - Straighten rooms as necessary
- Closing duties:
  - Lock doors and turn off computers, TV, music system, exercise equipment & fans
  - Close out cash register
  - Straighten rooms: papers and trash picked up off the floor, chairs neatly around tables or under desks, magazines stacked, billiards equipment put away, extra chairs returned to proper place
- Support the operations of the Clubhouse and Club events as directed by the Clubhouse Manager.
- Other duties assigned by Clubhouse Manager

**Knowledge, Skills and Abilities**

- High school diploma or general equivalency diploma (G.E.D.)
- Minimum of 2 years general office experience
- Excellent interpersonal skills
- Excellent communication skills
- Excellent organization skills
- Understanding and use of computer operations such as web pages and Microsoft Office