

Evergreen Village Cooperative, Inc.

Non- Compliance of Community Rules

Policy and Procedure

To support and maintain a community that is clean, safe and visually attractive, **Homeowners** sign a Proprietary Lease agreement wherein, it is agreed to adhere to the Community Rules approved by the Membership. Community Rules may be amended from time to time and all households in the community will receive notice of approved rule changes with date of effective changes. Guests are the responsibility of the Homeowner and must also follow the Community Rules.

In efforts to keep the community well maintained, the Property Management staff shall conduct a visual inspection of the community no less than once per week. Community Members and Residents are also welcome to submit concerns and witness accounts of any concerns for a review and response by the Property Management staff.

When any Member, Resident or Property Management Staff, submits a written report or account, the following process will be followed:

It is the responsibility of the person who bears witness to the issue to put the item in writing so that there is a record of the concern. Verbal complaints should be immediately placed in writing if reported to the Property Manager, but at all times, it is encouraged to put concerns in writing.

- Written concerns from parties other than the Property Manager shall be delivered to: the online resident portal, emailed to the Evergreen Village Cooperative email or delivered in writing to any member of the Board of Directors or Property Management staff.
 - Written concerns shall contain information about the concern relating only to the community rules and shall list the only the clear facts and which community rule that is not in compliance.
 - No concerns that are personal opinions or attacks will be addressed by Property Management or Board of Directors.
 - Concerns should contain the name and contact information of the person submitting the request for proper follow up.
- No less than once a week, the Property Management Company shall correlate all written concerns and prepare a report of items noted and plan for response.
- The Property Management Company is responsible to verify any concerns when necessary. After such time the Property Manager shall:
 - Complete and send a letter of notice to the homeowner of the concern with a specific time-frame for addressing the issue. The notice shall contain information on who to call if assistance is needed or the homeowner has clarifying questions.
 - Make a copy of such notice to keep in the homeowner's file.
 - Note the action on the monthly Property Management report to the Board of Directors.

- The Property Manager shall keep track of all compliance dates for correction and follow up inspections (if necessary) are to be done within one-week of the correction date on the notice.
- If the correction dates pass, an inspection shows that the concern is still not addressed, the Property Manager shall furnish that update to the Board of Directors on the current Property Management report. The Board of Directors will have sole decision-making authority on action necessary to address ongoing concerns on a case-by-case basis. Should the Board of Directors decide to take further action, an official Notice of Community Rules Violation notice will be sent to the Member or Nonmember prior to commencing any action against the household involved.
- In the event that a concern or witness event is in relation to any of the following serious allegations/matters, the Property Management and Board will address the concern with prompt action and the Board of Directors may move immediately to seek legal remedy to resolve the matter:
 - Use of or discharge of any firearms, and/or other weapons in the Community.
 - Any criminal threatening and/or violence towards a resident of the Community or their guest, whether it is a domestic dispute or not.
 - Any stalking or inappropriate behavior toward children.
 - Renting, subleasing, or allowing people to move into the home without the prior written consent of the Board of Directors.
 - Anything that affects the health and safety of residents, including the criminal use of drugs in the community and domestic animal attacks.
- It is imperative that all mentioned parties in this policy uphold and maintain resident **confidentiality** at all times.
- Members who repeatedly disregard the community rules, interfering with the effective operation of the Cooperative, may be expelled from membership by the Board of Directors. Please refer to the Cooperative Bylaws for more information on expulsion. Non-members who repeatedly disregard community rules may be evicted from the community through legal action.

This Non-Compliance of the Community Rules Policy and Procedure was approved and adopted on June 20, 2022

The foregoing is a true and accurate account, attested by,

DocuSigned by:
Barbara Massarano
BFF686CB3FC0404...
Secretary