

# **PROCEDURES AND PROCESSES**

## **A. ARCHITECTURAL APPLICATION PROCEDURE**

1. Before submitting an application, be sure to read the **ARCHITECTURAL RULES AND STANDARDS** to make sure your request is not in violation of the existing Rules. We also request that you read the **ENFORCEMENT POLICY AND FINE SCHEDULE**.
2. Please contact the management company to ask for the current copy of the Architectural Change Application packet.
3. Please submit completed application to the management company. We suggest you keep a copy of your request.
4. The management company will bring your request to the next Board meeting for evaluation.
5. The Board will verify that all information is included and the alteration is not in conflict with the Rules.
6. The Board will respond to you within 10 days of the meeting with an approval, denial or request for additional information.
7. If the request is denied, you have a right to request a special hearing to appeal the Board's decision.
8. The Board's decision after the hearing is final.

## **B. CLUBHOUSE RENTAL PROCEDURE**

1. Owners at Verona may rent the Clubhouse (Pool House or Cabana) without Board approval.
2. Non-Owners may rent the Clubhouse with Board approval.
3. Please contact the management company to get the current Clubhouse Rental application documents.
4. These documents provide information about the rental fee, deposit requirements and the latest responsibilities.

## **C. SATELLITE DISH PROCEDURE**

1. Before arranging for a Dish company to install your Satellite Dish, please contact the management company to get the current requirements.
2. Please read, sign and return one copy of the "Satellite Dish and Antenna Installation and Maintenance Policy" to the management company.
3. If the Dish is not installed properly the owner will be responsible for the relocation of the Dish and associated wires to an acceptable location.
4. Improper Dish installation is classified as an Architectural violation and the Architectural Fine schedule will be used. Please read the **ENFORCEMENT POLICY AND FINE SCHEDULE**.

## **D. ASSESSMENTS**

1. Assessments are billed the first of each month and are due on the 25th of each month.
2. A late fee will be charged on any payment received after the 25th.
3. Failure to pay the Assessment will result in the implementation of the Assessment Collection Policy. This policy is given to every new Owner, and sent out every year to everyone. Therefore it is not included in this document. The management company can provide one if needed.

## **E. RULE VIOLATION REPORTING PROCEDURE**

1. Any member may cite any other member, guest or tenant for any observed infraction of the rules. Notification of the observed infraction will be served on the Owner of record.
2. The Board recommends that you **do not** confront the violator.
3. It is recommended that all infractions be reported in writing via letter or e-mail to the management company.
4. The information needed is:
  - a. Violator's Name (if known)
  - b. Violator's Address
  - c. Date and time
  - d. Place

- e. Type of infraction such as:
  - 1. Unauthorized parking
  - 2. Speeding
  - 3. Unauthorized Sign
  - 4. Pool violation
  - 5. Nuisance violation
- f. Name, address and phone number of the person reporting the infraction. (Recommended but not required.) **Note: The individual reporting the infraction will be kept confidential by the management company. No one else will know unless you authorize your name to be released.**

**F. PROCEDURE FOR INFORMAL DISPUTE RESOLUTION OF DISPUTES FOR VERONA AT HACIENDA OWNER’S ASSOCIATION:**

1. By resolution of the Board of Directors of Verona at Hacienda Owner’s Association, and consistent with California Civil Code § 1863.820, the following procedure is hereby adopted for the informal resolution of disputes between the association and its members. This procedure shall be in addition to, and not in lieu of, the other procedures contained in California Civil Code § 1354 (i.e. mediation and arbitration).
2. Either a member or the association may invoke informal dispute resolution by stating in writing the existence and nature of any dispute involving the governing documents or the rights of the association and/or the member.
3. If the procedure is invoked by a member, the association shall respond within thirty (30) days of the date of the request and will conduct the “meet and confer” process explained in more detail below, within ninety (90) days, or sooner if warranted.
4. A member is not required to participate in the informal dispute resolution process if requested by the association. If the member chooses to participate, the member shall respond within thirty (30) days of the date of the request and the association will conduct the “meet and confer” process, explained in more detail below, within ninety (90) days, or sooner if warranted.
5. Members and/or the association must use either the “Request for Resolution” form supplied by the association, or state clearly and in writing an intent to invoke the informal resolution process. These communications must be sent via regular mail to the Board of Directors or the management company if the request originates with a homeowner, or will be mailed via regular U.S. mail to the member by the Board of Directors.
6. Promptly (not less than thirty (30) days) upon receipt of the request for informal dispute resolution form, a written request, or a response by a member to an association request, the association will send the “Notice of Meet and Confer” form setting forth the date, time and place of the “meet and confer.” The “meet and confer” will be conducted within ninety (90) days of the first request for

informal dispute resolution.

7. The Board will appoint one or more of its members to meet and confer in good faith to resolve the dispute.
8. The Board and/or the member may also request the attendance of any expert, professional, or otherwise qualified individual to participate in the discussion if the Board or the member believes that individuals participation will increase the likelihood of resolving the dispute between the association and the member.
9. Each party will be given, and will acknowledge as a part of any agreement, the opportunity to explain its position.
10. If no agreement is reached, the member shall have the right to meet with the full Board of Directors to discuss the dispute.
12. If an agreement is reached, it will be reduced to writing on the "agreement" form. If signed by the members and the appointed Board representative, and ratified by the Board of Directors, it shall become enforceable in court.
13. Any Owner may contact the Management Company and receive the current forms for this process.

Adopted: October 25, 2005

## **G. RENTAL REQUEST & APPROVAL PROCEDURE**

1. Unit owners when considering the rental of their unit must contact the management company to obtain the current requirements and an "Application To Rent/Lease Unit" form. At this contact the management company (AMC) will advise owners of their eligibility to rent/lease. "Grandfathered" unit owners ("Grant Deed" dated prior to 6/11/2003) have CC&R automatic eligibility, but must provide required documents or be subject to the "Enforcement Policy".
2. Please read, sign and return the "Application to Rent.." along with the required documents for Board Approval. The Board will grant approval of applications to rent up to and including 25% (37) of total Verona units (151), **notwithstanding the rights of "Grandfathered" owners.**
3. Failure to provide the required documents with the application within a fixed time frame will subject the owner to the "Enforcement Policy". During this time frame, the unit must be vacant or owner occupied.
4. Beginning with the receipt of the 38th "Application To Rent/Lease Unit" form, the management company (AMC) will "lock out" the processing of applications, **the 38th Application and all subsequent** owner applications will be placed on a

"Priority List" using a "first come first served" basis. The date and time of the receipt of the "Application..." at the office of the management company (AMC) will mark the "Priority List" entry position.

Only the Board will "unlock" the procedure following the determination that the total units rented/leased has dropped below 25%.