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BOD GUIDELINES

OF

HICKORY HILLS LANDOWNERS, INC.



Approved by HHLI BOD September 2023

Table of Contents

PREFACE	3
MISSION STATEMENT	4
GENERAL GUIDELINES	4
ENFORCEMENT GUIDELINES	6
VIOLATIONS OF POLICIES OR BY-LAWS (NON-CRIMINAL)	6
VIOLATIONS PERCEIVED AS CRIMINAL	7
SPECIFIC BOD ACTIONS	8
RESIDENT COMPLAINTS	100
POLICY GUIDELINES	111
GRANTING BOAT STICKERS	111
COMMON AREA BOAT STORAGE	153
BOAT LAUNCH AND EXTRACTION	15
POLICY FOR WATERCRAFT, SNOWMOBILES AND ALL TERRAIN VEHICLES	177
DOCKS and RAFTS	18
ANIMALS IN SWIMMING AREAS AND HHL BEACHES	19
USE OF HICKORY HILLS ISLANDS	20
FACILITIES REQUEST PROCEDURE	211
BUILDING FENCES APPROVAL	222
CUTTING TREES APPROVAL	233
GARBAGE, TRASH AND LITTER	244
OPEN FIRES	255
HUNTING, TRAPPING, DISCHARGE OF FIREARMS. & FIREWORKS	266
DUPLEX HOMES	277
CONSTRUCTION APPROVAL OF SINGLE-FAMILY HOMES	28

GARAGES, ADDITIONS, & ACCESSORY BUILDINGS APPROVAL	29
WALLS & OUTDOOR FIREPLACES APPROVAL	300
PROCUREMENT	311
ADDENDUM A: EMAIL VOTES	355
ADDENDUM B: SHARING CORPORATE INFORMATION	39
ADDENDUM C: RECORD OF CHANGES	43

PREFACE

As officers and directors of Hickory Hills Landowners, Inc., the Board of Directors has a moral and fiduciary responsibility to assure that its actions and decisions represent the best interest of the shareholders. To that end, these Guidelines shall guide actions and decisions on all matters which come before the Board. The Guidelines described herein include policy rationales as well as operational and enforcement procedures

MISSION STATEMENT

The mission of the Hickory Hills Landowners Corporation is to protect, preserve and enhance the value and experience of Hickory Hills Lake for shareholders and residents. The Board of Directors will serve as stewards of an incredible natural resource. It is the obligation of the Board of Directors to manage the natural and recreational resources effectively and fairly, to educate and include residents and shareholders, and to maintain a safe and legally compliant entity.

To wit: The directors shall consider, clarify, and research all matters brought before the board, then make recommendations or establish policies which preserve or protect the assets of HHLI within the guidelines of a budget approved by shareholders.

GENERAL GUIDELINES

1. The actions and decisions of the Board of Directors represent the shareholders of Hickory Hills Landowners, Inc.
2. The Board of Directors shall refer to established policies and procedures as guidelines in making decisions.
3. The Board of Directors shall rely on Robert's Rules of Order as a guide in conducting all Board meetings and all Annual Shareholders Meetings.
4. All decisions shall be made by the Board of Directors as a whole, unless the Board delegates such responsibility to a specific member(s), or as otherwise provided for in the Bylaws.
5. When it is necessary for the Board of Directors to take Action by Consent as defined in the Bylaws, Article III, Section 12, such votes, whether by mail or email (Email Voting Guidelines shown in **Addendum A**) shall be stored and filed with the records of the Directors meetings. In addition, the voice vote shall be taken at the next Board of Directors meeting and recorded in those meetings minutes.

6. The Board of Directors shall grant all contracts based solely on the best interest of the shareholders. The Board shall provide for a written evaluation of every completed contracted service for future reference. Officers and Board members shall be allowed to bid for contracted services to the corporation. However, membership as an officer or a director shall be deemed neither a handicap nor deserving of special consideration by the Board when such person is a bidder on a contract.
7. Because all communications concerning Hickory Hills represent the Board of Directors as a whole, the Board or its designee(s) shall approve or authorize all such communications (Sharing Corporate Information Guidelines shown in **Addendum B**)
8. The Board of Directors shall refer relevant issues to appropriate organizations or officials (e.g. Conservation Commission, Building Inspector, Board of Health, and Police).
9. All site visits shall be made by two (2) Board members whenever possible and shall be considered fact finding activities. Except in emergency situations, results of visits shall be reported to the Board of Directors for action.
10. Incumbent members who would like to serve a succeeding term on the Board shall so indicate to the Nominating Committee no later than May 31.
11. This Policies and Procedures Manual shall be reviewed annually by the Board of Directors.

ENFORCEMENT GUIDELINES

The Enforcement Guidelines are meant to establish a consistent method for dealing with violations and complaints of Hickory Hills residents and to promote prompt, courteous communication among residents, Board members, and Municipal Authorities. At a minimum, when a resident registers a complaint or a violation with the Security Officer, the Board of Directors, or the office staff, the Board (or its designee) shall:

- a. Record the resident's name, address, and phone number.
- b. Determine the accuracy of the information provided, and the identity of the alleged offender(s).

BOD responses beyond this are described below.

VIOLATIONS OF POLICIES OR BY-LAWS (NON-CRIMINAL)

This section describes the enforcement guidelines to be used by the Hickory Hills Board of Directors in the event the BOD is aware of, and acts upon, a non-criminal violation of HHLI policies and/or of the HHLI by-laws. Violations of municipal ordinances are also included in this section.

FIRST TIME VIOLATIONS

This violation refers to either a single violation, or a series of identical violations, of which the BOD is aware for the first time. Guidelines for some specific violations are described below in Specific BOD Actions. The guidelines in this section will otherwise be applied.

Guidelines:

- Upon learning of the violation, an officer of the board will contact, by phone not email, the resident and explain the reason for the call in an attempt to explain the violation and to solicit voluntary compliance.
- If applicable, the appropriate municipal authorities, such as Animal Control, Conservation Commission, Dept. of Health, etc., will be informed of the violation.
- Depending upon how egregious the violation is, the Board reserves the right to enforce authorized penalties such as revoking the offender's License to use HHLI facilities.

MULTIPLE IDENTICAL VIOLATIONS

This refers to repeated violations by an individual(s) for a previously cited violation.

Guidelines:

- A letter will be sent to the resident via certified mail. A copy of the rule or regulation in question will be enclosed with the letter.
- If there is no response or a negative answer, a second letter, written by our attorney, will be delivered by the Town Constable.
- Depending upon how egregious the violation is, the Board reserves the right to enforce authorized penalties such as revoking the offender's License to use HHLI facilities.
- If applicable, the appropriate municipal authorities, such as Animal Control, Conservation Commission, Dept. of Health, etc., will be informed of the violation.

VIOLATIONS PERCEIVED AS CRIMINAL

These violations refer to acts that the Hickory Hill Board of Directors perceive to be in violation of criminal law, such as causing bodily injury, vandalism, arson, or other criminal acts.

Guidelines:

- Any resident who witnesses such an incident should report it immediately to the Lunenburg Police Department.
- However, if a resident notifies the Security Officer, the Board of Directors, or the office staff of such an incident, the individual receiving the complaint shall record the resident's name, address, and phone number, and shall immediately report the incident to the Lunenburg Police Department.

SPECIFIC BOD ACTIONS

For several violations and conditions, the Board has defined specific punitive and/or escalation actions to be taken. These are:

ANIMAL VIOLATIONS

- If repeat offenses occur, or if the owner is uncooperative, the Board shall send written notification to the Lunenburg Animal Control Officer requesting restraining action.
- For incidents involving infliction of injury by the animal, or if the animal behaves in a menacing manner, both the Lunenburg Animal Control Officer and the Lunenburg Police Department shall be notified immediately.

WALLS AND OUTDOOR FIREPLACES; GARAGES, ADDITIONS, & ACCESSORY BUILDINGS; CONSTRUCTION APPROVAL OF SINGLE-FAMILY HOMES; & BUILDING FENCES

- If the property owner does not comply with stated procedures, the Board shall notify them in writing that they are in violation of the License granting use of HHLI facilities, and of deed provisions.
- If the property owner refuses to cooperate, the Board shall revoke the violator's License to use HHLI facilities, for single family homes, initiate legal action to prevent construction.

DUPLEX HOMES

- If the owner of any duplex dwelling fails to comply with the Duplex Home Policy as written in the Policies and Procedures Manual, HHLI shall exercise its right to promulgate fees, and shall bill the owner annually for two license fees for recreational use of the lake and other facilities; one for each duplex unit.
- If the owner refuses to pay both fees, the Board shall notify them in writing that they are in violation of the License granting use of HHLI facilities, and of the deed provision.
- If the owner refuses to cooperate, the Board shall revoke the violator's License and privilege to use HHLI facilities and shall initiate court action.

HUNTING, TRAPPING, DISCHARGE OF FIREARMS. & FIREWORKS

- If a repeat offense occurs, or if the violator is not cooperative, the Board shall notify the Police Department of the incident and revoke the violator's License to use HHLI facilities.

GARBAGE, TRASH AND LITTER

Residential Property

- If repeated offenses occur, the Board shall notify the Board of Health and the Lunenburg Police Department.

HHLI Property

- If a repeat offense occurs, or if the violator is not cooperative, the Board shall notify the Lunenburg Police Department of the incident and revoke the violator's License to use HHLI facilities.

CUTTING TREES

- If the property owner does not comply with the stated procedures, the Board shall notify the owner in writing that they are in violation of deed provisions.
- If the property owner refuses to cooperate, the Board shall revoke the violator's License to use HHLI facilities.

HICKORY HILLS ISLANDS

- If a repeat offense occurs, or if the violator is not cooperative, the Board shall revoke the violator's License to use the HHLI facilities.

RESIDENT COMPLAINTS

This section describes the BOD Guidelines for handling resident complaints that fall outside of the above-mentioned Policy violations. The BOD guidelines are:

- For the first offense, the Board of Directors shall contact the offender to explain the complaint, request that the action cease, and send a follow-up letter confirming the discussion.
- If a repeat offense occurs, or if the offender is not cooperative, the Board, with legal counsel, if necessary, shall determine what course of action is allowed and justified, such as revoking the offender's License to use HHLI facilities.
- Any BOD action in this matter will be consistent with the above determination.
- Animal Complaints
 - attempt to determine the accuracy of the information provided.
 - identify the animal and its owner.
 - log the time of the incident.
 - log who identified the animal.
 - log a description of the animal.
 - notify the animal's owner of the complaint.
 - obtain a copy of the police report, if police were involved

RELATED INFORMATION

Statement of Purpose

Bylaws

Policy and Procedures Manual

POLICY GUIDELINES

GRANTING BOAT STICKERS

PURPOSE:

To issue registration stickers for all watercraft used on the lake.

PROCEDURES:

1. All watercraft registration forms must accurately reflect the craft's length, type, color, and horsepower. If any watercraft does not comply with the registration form or the rules and regulations for use set forth by Hickory Hills Landowners, Inc., and/or the Board of Directors, the sticker becomes invalid.
2. The Board of Directors may vote to revoke a sticker following a full discussion of a non-complying situation. If a sticker is revoked, the Board shall send to the owner a letter identifying the reason(s) why the sticker is no longer valid, and shall request that the watercraft be removed from the lake.
3. The Board of Directors may issue on request a written WAIVER of length restrictions on pontoon boats purchased prior to September 28, 1991, the date on which Shareholders voted the existing restrictions, and grandfathered the use of pontoon boats purchased prior to that date.
4. The Board of Directors may issue on request a written WAIVER of horsepower restrictions on specific oversized motors grandfathered for use on pontoon boats by Shareholders at the September 17, 1994, Annual Meeting.
5. The Board of Directors may issue on request a written WAIVER of horsepower restrictions on specific oversized motors grandfathered for use on non-pontoon boats by Shareholders at the September 16, 1995, Annual Meeting.

GENERAL INFORMATION:

- The intent of this process is to protect the lake environment by controlling the size and number of boats and motors used on the lake.
- Only property owners who have paid their annual fees are permitted to license boats for use on the lake.

- Property owners may allow use of their licensed boats by guests carrying the owner's valid ID card.
- Property owners are allowed a maximum of 5 stickers (not including Kayaks), and they must purchase replacements for any lost stickers.
- Stickers are not transferable from boat to boat, and are valid only on the boats for which they are issued.

COMMON AREA BOAT STORAGE

PURPOSE:

To allow and organize non-lakefront residents to use boats in the lake.

PROCEDURES:

1. Residents may contact the HHLI office at any time for an application and approval for a boat storage on HHLI property. Residents who store and use them on the lake must be in good standing, with maintenance and license fees paid.
2. Fees will be charged for boat storage. BOD will review fees annually.
3. The Office Manager will assign boat locations, trying to accommodate requests for specific locations. Shareholders have priority, non-shareholders will be assigned spaces as availability permits. If space is not available then the Office Manager will maintain a waiting list, in the order that requests are received.
4. Boat owners must sign an agreement and waiver releasing HHLI from any responsibility for theft or damage to their boat(s). Agreement for use at each area must be renewed each year. Failure to renew the agreement by the designated deadline will open the space to the next person on the waitlist.
5. HHLI reserves the right to terminate the Agreement at any time for any reason.
6. Agreements to store boats are not transferable to any other person.
7. Canoe/ Kayak racks on HHLI property:
 - a. Only one boat per canoe/kayak storage space is allowed, and boats must completely fit onto the rack.
 - b. The Office Manager will assign boat locations, trying to accommodate requests for specific locations. Shareholders have priority, and non-shareholders will be assigned spaces as available. If space is not available then the Office Manager will maintain a waiting list, in the order that requests are received.
 - c. HHLI must authorize building any new canoe/kayak racks on HHLI property. Authorized builders will be given limited priority for space on racks they build.
8. Townsend Harbor Boat Slips

- a. Residents must be shareholders to have a slip at the Townsend Harbor Boat Lot.
 - b. Boat slip holders must not have direct access from their property to the water's edge of the main lake.
 - c. Registered boat slip holders will forfeit their slip space if boats are not in their allotted space by June 15th, unless other arrangements have been made with the Office Manager.
 - d. Only one boat per user at the Boat Lot.
9. Hemlock Road Boat Lot rules for using Hemlock Road docks are same as for Townsend Harbor Boat Slips, except as follows:
- a. First users will buy docks, subsequent users will lease them from HHLI. BOD will set annual fees for the four spots, which will be different from the fees for Townsend Harbor slips.
 - b. Docks will remain HHLI property. All users will be responsible to get docks in the water no earlier than April 1, and pull docks out of water no later than November 1. Users will notify LRM chair of any actions concerning docks.
 - c. Users are responsible for damage to docks, beyond normal wear and tear. HHLI reserves the right to seek reimbursement for damages.

BOAT LAUNCH AND EXTRACTION

PURPOSE:

To establish a consistent method for controlling access to the Lake. The intent of this policy is to protect, by boat inspection, the Hickory Hills Lake water quality and maintain its status of having no invasive weed or animal species.

PROCEDURES:

1. Trailers not owned by HHLI residents (e.g., corporate trailers) must be inspected by a trained Security Inspector prior to entering the lake.
2. An annual boat and trailer inspection training program will be conducted. Following the training program, a list of trained and authorized individuals will be provided to the office manager. At the end of training, the resident will be given the combination for the lock at the boat launch area to be used in launch and extraction when desired. Security members will be trained each year, as well. The combination to the lock will be issued only after inspection training is complete. The lock is to be used by the approved trained resident for their personal watercraft ONLY. (The combination will be changed each year prior to inspection training.)
3. During the training session, the trainees must sign a form indicating if their boat and/or trailer is used on any lake other than HHL. (This form will be filed with the office.) Note: if a resident's boat or trailer is used on other lakes it must be inspected by a second trained inspector, in addition to themselves.
4. Residents who launch their boats/trailers from their property must sign a statement (on the boat registration form) certifying that their boat is used only on Hickory Hills Lake. (If their boat/trailer is used on other lakes, their boat must be inspected by an authorized, trained inspector at the boat launch area.)
5. Boats launched during the established hours will be inspected by Security, an authorized, trained inspector, and is free. A resident, who is not a trained inspector, who wants to launch a boat outside of the normal schedule, must make an appointment by calling or emailing the HHLI office, to schedule a specific time for boat launch/extraction and pay a fee to Security.

6. Fishing Tournaments

- The office must be notified of each tournament - date, time - so a record can be kept and the Security team member can check for HHLI stickered boats during the tournament.
- Fishing tournaments must have a point of contact listed with the office and that individual should ensure that tournament boats that have been in another lake are inspected.

POLICY FOR WATERCRAFT, SNOWMOBILES AND ALL TERRAIN VEHICLES

PURPOSE:

To establish a consistent method for controlling the operation of watercraft, ATVs and snowmobiles on HHLI property.

PROCEDURE:

It is expected that all individuals shall follow HHLI Policies and all applicable Massachusetts State Rules and Regulations.

Watercraft Operation

1. Use of the lake is restricted to HHLI registered watercraft and operated by residents, and their tenants and guests. In this section only, tenants are considered to be Residents. HHLI reserves the right to collect annual maintenance fees for the privilege of using watercraft on the lake.
2. Residents may register a maximum of five (5) motorized watercraft on the lake.
3. All watercraft, including canoe, kayak, paddle board, must display current HHLI registration stickers.
4. Pontoon boats shall be less than nineteen (19) feet in length and have a maximum beam (width) of eight (8) feet. The Board of Directors may issue on request a written WAIVER of length restrictions on pontoon boats purchased prior to September 1991, the date on which Shareholders voted the existing restrictions, and grandfathered the use of pontoon boats purchased prior to that date.
5. The Board of Directors may issue on request a written WAIVER of horsepower restrictions on specific oversized motors grandfathered for use on non-pontoon boats by Shareholders at the September 16, 1995, Annual Meeting.
6. Failure to comply with the above policies may result in denial or revocation of license.

DOCKS and RAFTS

PURPOSE:

To provide consistent guidelines for granting approval to residents for constructing, replacing or adding docks, or rafts for use on the lake or the shore.

The License granted to property owners allowing use of the lake facilities prohibits the construction and use of the structures mentioned above without prior written approval from the Board of Directors. The covenants which appear in property deeds also require Board approval prior to the construction of any structure, including the above.

PROCEDURES:

1. A Hickory Hills property owner must submit a written plan to the Board of Directors describing the dock, or raft to be constructed, including the nature, kind, shape, height, materials and grading plan, and sketch showing relation to shore and property lines. It is the property owner's responsibility to assure that the dock will provide lake access within the boundaries of the owner's property, and that the placement of his dock or raft will not interfere with any neighbor's ability to use the lake. The owner must also obtain all necessary approval from the Lunenburg Conservation Commission for construction or replacement of any dock.
2. Rafts, defined as a floating, moored structure, must be of a temporary nature, and must be removed from the lake during the winter months.
3. Owners must mark their rafts and floating docks with their address, clearly visible in paint, indelible marker, or other permanent means.
4. Raft installation is limited to one per waterfront residence within 50 feet of the owner's waterfront so they are not a hazard to any watercraft.
5. Existing docks in need of significant repair must be replaced with a removable structure, unless removal and replacement is deemed to be more disruptive to the lake environment than replacing only decking. Questions regarding removal should be directed to both Lunenburg Conservation Commission and HHLI Board of Directors.
6. Docks must not extend more than 30 feet into the lake.

ANIMALS IN SWIMMING AREAS AND HHL BEACHES

PURPOSE:

The intent of this policy is to protect the beaches and swimming environment by prohibiting animals from these areas.

USE OF HICKORY HILLS ISLANDS

PURPOSE:

To establish the policies regarding night use of Hickory Hills Islands and to provide a consistent method for dealing with complaints associated with the unauthorized use of Hickory Hills Islands.

PROCEDURES:

Rope Swings

Since the placement of a rope swing is against the regulations established for the islands, any replacement rope swing will be removed.

Animals

The intent of this policy is to protect the islands and swimming environment by regulating animals from these areas.

In addition, dog owners are asked to act responsibly to ensure the safety and welfare of the islands and swimmers, to protect the lake from waste and contamination washing into the lake.

FACILITIES REQUEST PROCEDURE

PURPOSE:

The intent of this procedure is to:

1. Establish a consistent method for dealing with requests to use Hickory Hills facilities such as: HHLI beaches and swimming areas, Office and lake for purposes other than those covered by the annual license, and
2. Protect the Hickory Hills facilities and maintain a fair and consistent approach to their utilization.

BUILDING FENCES APPROVAL

PURPOSE:

To provide consistent guidelines for granting approval to property owners for constructing a fence.

PROCEDURES:

- Two Board members make a site visit with the above considerations in mind.
- Based on the above data, the Board of Directors will vote on the matter. If the request is within the above guidelines, approval shall be granted, and the property owner shall be notified in writing within 30 days of the request.

CUTTING TREES APPROVAL

PURPOSE:

To provide consistent guidelines for granting approval to property owners for cutting down trees greater than (4) inches in diameter at a point one foot above the ground.

The intent of this policy is to maintain the wooded characteristic, beauty and privacy of Hickory Hills, and to prevent defoliation of the community.

PROCEDURES:

1. Homeowner must submit an application for Tree Cutting to the HHLI office.
2. Homeowner should mark the tree(s) to be cut.
3. Board member(s) will visit the site, and will report the project as proposed to BOD at the next BOD meeting. BOD will vote to grant or deny approval for tree cutting contingent on the following:
 - a. The property owner assumes responsibility for determining that the trees are on his property, and
 - b. Cutting of the tree(s) does not significantly defoliate the property.
4. Written confirmation shall be sent to the property owner from the office within 10 days of the BOD vote.

GARBAGE, TRASH AND LITTER

PURPOSE:

To establish a consistent method for dealing with garbage, trash and litter on private property in the Hickory Hills community, or in Hickory Hills Lake.

GENERAL INFORMATION:

The intent of this policy is to protect the Hickory Hills Lake environment by promoting prompt response to complaints of garbage, trash and litter on residential property or on property owned by Landowners. (Does not apply to properly constructed and maintained compost piles.)

OPEN FIRES

PURPOSE:

To establish a consistent method for dealing with open fires on residential property in the Hickory Hills community, and on land, islands and beaches owned by landowners.

PROCEDURES:

If a person believes that a resident is violating the state's open fire law, he should report the incident to the Fire Department.

GENERAL INFORMATION:

The intent of this policy is to protect the Hickory Hills Lake environment by promoting prompt response to complaints of open fires on residential property or on property owned by Landowners.

HUNTING, TRAPPING, DISCHARGE OF FIREARMS. & FIREWORKS

PURPOSE:

To establish a consistent method for dealing with hunting, trapping, discharging firearms, and fireworks in the Hickory Hills community.

GENERAL INFORMATION:

The intent of this policy is to protect the Hickory Hills Lake environment by promoting prompt response to the complaints of anyone hunting or trapping on HHLI property; and anyone discharging firearms or fireworks in the Hickory Hills Lake community.

DUPLEX HOMES

PURPOSE:

To provide consistent guidelines for dealing with owners of duplex homes constructed in Hickory Hills. The intent of the policy [see P&P Manual] is to create a fair agreement between Landowners and the owners of duplex homes.

CONSTRUCTION APPROVAL OF SINGLE-FAMILY HOMES

PURPOSE:

To provide consistent guidelines for dealing with property owners who want to build single-family dwellings.

PROCEDURES:

- Two Board members make a site visit with the above considerations in mind.
- Based on the above data, the Board of Directors will vote on the matter. If the request is within the above guidelines, approval shall be granted, and the property owner shall be notified in writing within 30 days of the request.

GARAGES, ADDITIONS, & ACCESSORY BUILDINGS APPROVAL

PURPOSE:

To provide consistent guidelines for granting approval for construction of garages, additions, and accessory buildings.

PROCEDURES:

- Two Board members make a site visit with the above considerations in mind.
- Based on the visit data, the Board of Directors votes on the matter. If the request is within the above guidelines, approval shall be granted, and the property owner shall be notified in writing within 30 days of the request.

WALLS & OUTDOOR FIREPLACES APPROVAL

PURPOSE:

To provide consistent guidelines for granting approval to property owners for building walls and outdoor fireplaces.

PROCEDURES:

- Two Board members make a site visit with the above considerations in mind.
- Based on the above data, the Board of Directors votes on the matter. If the request is within the above guidelines, approval shall be granted, and the property owner shall be notified in writing within 30 days of the request.

PROCUREMENT

PURPOSE:

In order to ensure that uniform procedures are utilized for the contracting of supplies and services.

PROCEDURES:

The procedures are based on three premises:

1. Uniform contracting procedures promote competition and fairness
2. Fair, robust competition for larger procurements saves money and promotes integrity and confidence in the Board of Directors
3. Larger contracts should receive more attention than smaller contracts.

The Board of Directors shall follow these guidelines for procurement of services or supplies:

Use of sound business practices for contracts under \$3,000.

Solicitation of three quotes for contracts in the amount of \$3,000 up to \$10,000.

Competitive sealed bids or proposals for contracts in the amount of \$10,000 or more.

Contracts under \$3,000 – For items or services estimated below \$3,000, formal competition is not required. It is recommended that the Board periodically solicit price lists or quotes to ensure that the Boards is getting favorable prices.

Contracts between \$3,000 up to \$10,000 - The Board shall seek price quotes from at least three vendors and award the contract to the responsible vendor offering the supply or service needed for the best price. Prices may be oral or in writing. All vendors' quotes must be based on the same purchase description. The following information shall be recorded for all price quotes sought and received:

- The names and addresses of all persons contacted for quotes, the names of all persons that submitted quotes, and the date and amount of each quote.

It is required that at least three quotes be sought; if, after making a reasonable effort, the Board is unable to obtain quotes from three vendors, the contract may be awarded on the basis of one or two quotes.

After obtaining quotes, the best-priced offer from a responsible vendor offering the quality of supply or service needed shall be identified. The vendor shall have the capability to perform fully the contract requirements, and the integrity and reliability,

which assures a good faith performance.

Contracts of \$10,000 or more. The Board shall conduct a formal advertised competition using sealed bids or proposals. Bids shall be solicited using an Invitation for Bid (IFB) or Request for Proposals (RFP). In a bid process (IFB), the contract is awarded to the qualified bidder who meets the specifications and offers the best price. In a proposal process (RFP), the contract is awarded to the offeror submitting the most advantageous proposal, taking into consideration specified evaluation criteria as well as price.

Process for Invitation for Bid

An IFB (Invitation for Bid) shall consist of the following major components:

- purchase description or scope of services;
- evaluation criteria, including quality requirements and best price;
- rule for award;
- documents incorporated by reference, if any;
- contract terms and conditions;
- bid submission requirements.

The Board may contact vendors to let them know about the IFB, care shall be taken to avoid favoritism or the appearance of favoritism.

The IFB shall be made available on an equal basis to all who request a copy. A record of all vendors that receive the IFB shall be kept. In the event an addendum to the IFB is issued, the addendum shall be sent to all vendors that have received the IFB.

Sealed bids shall be received by the due date; a register of bids received shall be kept. Bids shall be evaluated using only the criteria identified in the IFB. The evaluation will address the responsiveness of the bid, the responsibility of the bidder, and the price. In many cases, this will require little more than using checklists to confirm that all required information and forms have been submitted, and making direct comparisons of costs.

The IFB may be canceled at any time until the bids are opened. Once bids are opened, all the bids may be rejected if it is determined that such action is in the best interest of the Corporation.

Process for Request for Proposal

An RFP shall consist of the following major components:

- purchase description or scope of services;
- plan of services requirement, if any;
- evaluation criteria, including quality requirements, comparative
- evaluation criteria, and best price;
- rule for award;
- documents incorporated by reference, if any;
- contract terms and conditions;
- proposal submission requirements.

The RFP shall be made available on an equal basis to all who request a copy. A record of all vendors that receive the RFP shall be kept. In the event an addendum to the RFP is issued, the addendum shall be sent to all vendors that have received the RFP.

Sealed bids shall be received by the due date; a register of bids received shall be kept.

The Board shall appoint an evaluation committee of at least 3 and not more than 5 to evaluate proposals against the evaluation criteria incorporated in the RFP. The price contained within proposals shall NOT be released to other bidders until the RFP evaluation is completed.

Proposal evaluations must be based solely on the criteria set forth in the RFP. The Evaluation Committee must examine each proposal to determine whether it meets all of the proposal submission requirements and quality requirements specified in the RFP. Any proposal that fails to comply with the proposal submission requirements or fails to meet any of your quality requirements for responsiveness and responsibility must be eliminated from the competition.

Proposal evaluations must be in writing. The Evaluation Committee must specify in writing a rating of "highly advantageous," "advantageous," "not advantageous," or "unacceptable" corresponding to each comparative evaluation criterion set forth in the RFP. An overall composite rating shall be assigned to each proposal and the reasons for the rating. Taking the ratings for each comparative evaluation criterion into consideration, the evaluators must assign each proposal a composite rating of "highly advantageous," "advantageous," "not advantageous," or "unacceptable" and state in

writing their reasons for the rating.

The Evaluation Committee shall identify the most advantageous proposal, taking into consideration the proposal evaluations and the proposal prices.

The successful proposer shall be notified by the Board of the award, and a written contract containing all the terms and conditions stated in the RFP shall be executed.

The RFP may be canceled at any time until the bids are opened. Once bids are opened, all the bids may be rejected if it is determined that such action is in the best interest of the Corporation.

ADDENDUM A

HICKORY HILLS BOARD – EMAIL VOTING PROCEDURES Approved unanimously by vote of the board of directors 2/13/18

Criteria

1. Member wanting to make motion and the President (or Vice President if President is unavailable) determine if motion is suitable for an email vote:
 - a. The matter is time sensitive and requires a BOD decision before the next BOD meeting.
 - b. The matter does not appear to need substantial discussion or consensus making.

2. If the President/VP do not feel the motion should be voted using the email voting procedure and if four regular voting members of the Board agree that it should be brought to an email vote:
 - a. The fact that four members so vote should be recorded by the OM/Clerk
 - b. The email procedure can proceed.

Start the E-Mail Vote Process

3. Member (the Motioner) composes motion and includes in the subject line of the email the date and time for the completion of discussion. The beginning of the email should summarize the rationale for the motion to be appropriate for an email vote.
4. Motion is emailed to all BOD members by the Motioner. Clock starts.
5. First person who sees email should second the motion.

One Day of Discussion

6. Each BOD member that reviews the email responds to all with comment or “No Comment” or “Reviewing” so that everyone knows that all have seen the motion.
7. One day (24 hours) is reserved for discussion.
8. Amendments to the motion may be made by email and must be seconded.
9. If the matter under discussion turns out to be contentious or require significant discussion, the President or Vice-President may Table the Motion until the next BOD meeting so that it receives proper and thorough consideration. Tabling is by email to all.

Two Days to Vote

10. Once one day or all discussion is completed, the voting period begins. Clock starts again. The Motioner must send out an email in the thread indicating the end date and time for the voting period.
11. If there is a discussion ongoing, an email vote should not be cast with “Reply All.” In any case, all votes that are made before the end of the discussion period are still counted in the voting process.

12. Two days are reserved for email voting. Members submit votes (by email or other online voting program) by Reply All. It is the responsibility of the Motioner to count and compile the votes.
13. If a majority of votes have been received to determine an outcome before the conclusion of the voting period, the action proposed can be acted upon. Votes: Approve, Do Not Approve, or Did Not Vote.
14. The Motioner provides a summary of the votes cast through the end of the voting period to the OM/Clerk, who then announces the decision to the BOD.
15. If insufficient votes have been received to reach a majority decision within two days, the Motioner, with assistance from OM/Clerk if needed, contacts all outstanding board members for their attention to the vote. Record of any verbal contact is necessary (including when contact was made). In this case, votes for all board members must be recorded.

Announcing and Recording the Decision

16. Sending out the conclusion of the voting signals to all members that no further action is required on their part.
17. The vote is read into the minutes of the next BOD meeting. The names of any dissenting members are also recorded in the minutes.

Instructions:

- 1. Make a copy of this form for your email vote. DO NOT OVERWRITE ORIGINAL**
2. If there are amendments, changes, either copy/paste the Motion to below the current motion, ie, you will see multiple motions listed, or simply edit in place. We have doc history to keep track or add an amended timeline as I did below.
3. The motion should be clean and contain all the information for this BOD and future.
4. Add an area to keep track of timeline
5. If too many amendments or comments happen, wipe clean and start again
6. Add your name below to approve y/n
7. You can add sidebar comments
- 8. Motion maker should keep track of comments/amendments/etc and notify office once finalized for tracking/verification purposes**
9. This is an Email Vote. It needs to follow the [Email Voting Procedure R3](#) as voted by the BOD.
10. Remove Amended Motion sections if there is no Amended Motion

So Moved Area

	Name	Date & Time (Clock starts when Motion is Seconded)
Motion Made By		
Seconded by		

	Name	Date & Time (Clock starts when <u>Amended Motion</u> is Seconded)
Amended motion made by		
Seconded by		

Discussion Area (1 day (24 hours) for discussion)

Name	Comments

Voting Area - ORIGINAL MOTION (2 days (48 hours) for vote)

Member	Vote (yes/no/abstain)	Date & Time	Comment

Voting Area - Amended Motion (2 days (48 hours) for vote)

Member	Vote (yes/no/abst ain)	Date & Time	Comment

ADDENDUM B

GUIDELINES FOR ANY COMMITTEE OR TASK FORCE WHEN SHARING CORPORATE INFORMATION WITH RESIDENTS, STATE AND LOCAL AGENCIES AND VENDORS

Rationale:

These guidelines attempt to distinguish between information that is appropriate to be shared with the lake community, consultants, State/local agencies and information that requires Board approval before dissemination. These guidelines have 3 goals:

(1) Clarify the types of non-confidential information that does not need Board review and approval prior to dissemination.

(2) Clarify and elaborate on the HHLI Code of Conduct statement (2019) regarding, "Protecting Corporate Reputation," "...if you are a Board member, Officer, employee, or chair, first and foremost you are representing the Corporation...and therefore...should... represent the Corporation's position only when authorized by the Board to do so."

(3) Clarify what information committees are empowered to distribute to accomplish an approved Board of Directors' project or task.

Goal:

It is important that the Board, committees and task force groups work as a team in the sharing of information with Hickory Hills residents and the public. These guidelines outline the information that may be shared with the residents and the public **with** and **without** Board review and approval.

Guidelines:

It is understood that "disseminating information" means announcing, broadcasting or circulating information via any means of communication: conversations, email, postal letters, social media, HHL website, regardless of whether or not the information is already in the public domain.

Two categories of information:

- **Confidential Information must receive** Board approval before disseminating to residents and outside/public entities. Confidential Information means information, knowledge or data related to the HHLI operation that is not in the public domain or otherwise publicly available.
- **Non-confidential Information** (general or innocuous information) may be disseminated to residents by a committee or a task force **without** Board approval.

Examples of Non-confidential Information (not requiring Board approval):

- Office Hours notification
- Boat Launch information
- Work Session announcements (beach and dam clean-up days)
- Committee-Sanctioned Events (Boat Parade, Light Parade, Pirates Day) ● Fundraising Events (Poker Run, Photo Contest and HHL Calendar sales, etc.)
- Committee Requests for Volunteers
- Fanwort Survey and DASH Schedule and updates

Examples of Confidential or Corporate Information (requiring Board approval):

- Board decisions on resident or Corporate topics
- Corporate Financial or Budgetary information
- Lake Plans prior to BOD approval
- Corporate or Finance decisions on License/Management Fees/Dues
- Results of bids, proposals, contracts or vendor selection/activities
- Property acquisition prior to final contract

Information that May be Distributed by a Committee or Task Force

All projects/tasks directly affecting the lake and/or Corporate property must be approved by the Board of Directors prior to submitting an application to any local or state agency on behalf of the Corporation (if required) or initiation of work.

Following approval by the Board to move forward with a project and/or task, the committee or task force assigned to implement the project shall be empowered to work with State or local agencies to achieve the desired project goals. Additionally the committee and/or task force shall be empowered to distribute information relating or useful to the performance of the project to the various consultants or vendors as needed. All committees and task force groups shall work as a team in publicly presenting information to residents, State or local agencies, copying the Board or seeking Board approval as necessary. A consensus of the committee/task force is required before disseminating information.

Committees are responsible for copying the office on all external communications and placing a copy of all communication on the Corporate drive. Monthly status reports will be provided to the Board on all approved projects/tasks until completion.

Guideline Implementation

The Board of Directors will provide this guideline to all committee and task force chair persons and ask that they distribute and review the information with all members annually.

Dissemination of General Non-confidential/Innocuous Information

Any committee or task force member or chairperson may post general information under the group's purview without Board approval. In order to promote team approaches, all individuals are asked to discuss with the members of their committee or task force their desire to release non-confidential information and obtain a consensus from the committee before proceeding.

Dissemination of Confidential or corporate information

No confidential information should be disseminated without Board review and approval. If a committee member believes a specific post might be considered to be confidential, the committee can discuss it to get a committee/task force opinion or bring it before the Board for review prior to posting. (Discussion within the committee prior to posting information fosters committee communication and acts as a checks and balance to prevent error.)

No personal identifiable information (PII) shall be disseminated by any Board or Committee. (Reference HHLI Data Security Policy, 2020)

Protecting Corporate Reputation (Reference to HHLI Code of Conduct, 2019)

If you are a Board member, Officer, employee, or chair, first and foremost assume at all times that you are representing the Corporation. When expressing personal opinions about issues relevant to the Corporation or any of its entities in social media, email, or articles in online or print publications, you must clearly state that opinions expressed are yours alone and do not represent HHLI or its various entities. If a response in this situation is required by HHLI (or any of its entities), such response (verbal, written, etc) shall be approved by the Board.

As such, we will

- Only engage in a manner that promotes the values of the corporation
- Strive to provide the highest quality of service
- Not engage in activities that are immoral, unsafe, illegal or potentially harmful to the corporation
- Not provide false or misleading information about the corporation
- Represent the corporation's position only when authorized by the Board to do so. The Board will enforce this policy, and the specifics of enforcement will evolve as the policy matures.

Revision History

1. Modified Motion to accept the policy for Sharing HHL Info with the public as presented by the Communications Committee at the May 13, 2020 BOD Meeting, with Neal's statement attached, which is "the Board will enforce this policy, and the specifics of enforcement will evolve as the policy matures", as well as the edit requests made by Doug Waters during the meeting by Joan Pease, Seconded by Donna Fortune, Passed May 13, 2020.
2. Added the enforcement statement agreed upon May 13, 2020.
Changed June 12, 2020
3. Revisions June 12-September 8, 2020:
 - Retitled since document focus is to provide guidelines to committee & task force members regarding HHLI policy for sharing Corporate information with residents, gov't agencies, and vendors.
 - Substituted "guideline" for "policy"
 - Rationale para: "community (residents and public)" expanded to "lake community, consultants, or State/local agencies"
 - Removed from examples of proprietary/confidential info "Corporate or Committee/Task Force Presentations to State or Municipal Entities" and replaced it with a more detailed section called "Information that May be distributed by a Committee or Task Force."
 - In "Dissemination of General non-proprietary/Innocuous Information" section, specified that information shared by a group must be under that group's purview (that is, the information should fall within the scope of that group's own concerns/business).
 - Added personal conversations, revised definition of Confidential Info, and property acquisition example (PC 9/9/20)
 - Replaced Proprietary with Confidential throughout (PC 9/9/20)
4. Revisions September 9, 2020:
 - Board voted to replace the policy with the named version of this document at the September 9 BOD meeting.
 - Added third bullet to Rationale, "(3) Clarify what information committees are empowered to distribute to accomplish an approved Board of Directors' project or task."
 - Added section called "Information that May be Distributed by a Committee or Task Force."

ADDENDUM C

RECORD OF CHANGES

PURPOSE:

To provide a clear record of changes that are made to this Manual, and the rationale for making the change.

PROCEDURE:

Record a summary of ALL changes including the section where the change occurred, the date of BOD approval, the rationale for making the change, and a brief description of the BOD discussion.

CHANGES

2020-2022: Major overhaul of P&P Manual that had last been revised in 2011, including updates and splitting the Manual into Section A “Residents” Policies and Procedures”, and Section B “BOD Guidelines Manual”.

Sept 14, 2022: Cutting Trees: Procedure revision was approved by BOD

Sept 13, 2023: Common Area Boat Storage: added Hemlock Cove Boat Lot