

POLICIES AND PROCEDURES MANUAL
OF
HICKORY HILLS LANDOWNERS, INC.



Table of Contents

HHL BOD MISSION STATEMENT.....	3
POLICIES AND PROCEDURES FOR BOARD OF DIRECTORS	4
GENERAL GUIDELINES:	4
GENERAL POLICIES	5
POLICY FOR RESPONDING TO RESIDENT COMPLAINTS OR VIOLATIONS.....	5
POLICY FOR WEED HARVESTER USE.....	7
PROCUREMENT POLICY	9
COMMON AREA BOAT STORAGE GUIDELINES FOR USE.....	12
POLICY FOR DEALING WITH ANIMALS IN PUBLIC BEACH AREAS.....	14
POLICY FOR GRANTING BOAT STICKERS.....	15
POLICY FOR DEALING WITH NIGHT USE OF HICKORY HILLS ISLANDS.....	17
FACILITIES REQUEST PROCEDURE	18
BOAT LAUNCH PROTOCOL.....	19
POLICY FOR GRANTING APPROVAL FOR BUILDING FENCES	21
POLICY FOR GRANTING APPROVAL FOR CUTTING TREES.....	22
POLICY FOR GRANTING APPROVAL FOR DOCKS, RAFTS & MOORINGS	23
POLICY FOR DEALING WITH GARBAGE, TRASH AND LITTER	24
POLICY FOR DEALING WITH OPEN FIRES.....	25
POLICY FOR HUNTING, TRAPPING, DISCHARGE OF FIREARMS. & FIREWORKS	26
POLICY FOR DUPLEX HOMES.....	27
POLICY FOR GRANTING CONSTRUCTION APPROVAL OF SINGLE-FAMILY HOMES	28
POLICY FOR GRANTING APPROVAL FOR GARAGES, ADDITIONS, & ACCESSORY BUILDINGS.....	29
POLICY FOR GRANTING APPROVAL FOR WALLS & OUTDOOR FIREPLACES.....	31
POLICY FOR GRANTING APPROVAL FOR INSTALLATION OF SEWAGE DISPOSAL SYSTEMS..	32

HHL BOD 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 most important guiding principle is, “to first do no harm.” Recognizing the role as stewards of an incredible natural resource, it is the obligation of the BOD to effectively and fairly manage the natural and the recreational while maintaining 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 HHL within the guidelines of a budget approved by shareholders.

POLICIES AND PROCEDURES FOR BOARD OF DIRECTORS

PURPOSE:

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 Policies and Procedures shall guide actions and decisions on all matters which come before the Board.

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 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.
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.

GENERAL POLICIES

POLICY FOR RESPONDING TO RESIDENT COMPLAINTS OR VIOLATIONS

PURPOSE:

To establish a consistent method for dealing with complaints of Hickory Hills residents.

GENERAL INFORMATION:

The intent of this policy is to promote prompt, courteous communication among residents, Board members, and the Lunenburg Police Department when issues of concern arise.

RELATED DOCUMENTS:

Statement of Purpose.
Bylaws.

PROCEDURES:

1. FOR MINOR INCIDENTS:

- a. When a resident registers a complaint with the Security Officer, the Board of Directors, or the office, the Board shall determine the accuracy of the information provided, and the identity of the offender(s).
- b. For the first minor offense, the Board of Directors shall contact the offender to explain the complaint, request that the action cease, and send follow-up letter confirming the discussion.
- c. If a repeat minor offense occurs, the Board shall notify the Lunenburg Police Department or other appropriate town agency of the complaint.

2. FOR INCIDENTS INVOLVING BODILY INJURY, VANDALISM, OR OTHER CRIMINAL ACTS:

- a. Any resident who witnesses such an incident should report it immediately to the Lunenburg Police Department.
- b. 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.

The detailed procedural steps are as follows:

1. Upon learning of the rule infraction an office of the board will contact, by phone not email, the resident and explain the reason for the call in an attempt to solicit voluntary compliance.
2. After a reasonable time, if the infraction has not been corrected a letter (sample attached) will be sent to the resident via certified mail. A copy of the rule or regulation in question will be enclosed with the letter.
3. If there is no response or a negative answer a second letter, written by our attorney, will be delivered by the Town Constable. An example of such a correspondence is the letter written by June Riddle to the owners of the 22ft Pontoon boat. (On file at the HHL office)

4. Any further legal action will require Board discussion and approval.

Sample Letter:

Dear-----

On (date) a Hickory Hills Landowners, Inc. board member called you regarding (subject). A copy of the pertinent rule or regulation is enclosed with this correspondence.

At that time you responded that you (would, would not) comply with the request. It has now been (days) and the requested (rule violation, procedure) has not been addressed.

Please respond to this correspondence at your earliest convenience so as to negate any further actions, including legal, by the board of Hickory Hills Landowners Inc.

It is our sincere hope that this matter can be resolved as quickly and amiably as possible.

Respectfully,

The Hickory Hill Landowners Inc, Board of Directors

POLICY FOR WEED HARVESTER USE

PURPOSE:

To provide consistent guidelines for control of aquatic plant life in Hickory Hills Lake.

GENERAL INFORMATION:

The original purchase price, current maintenance and operating costs are funded by contributions from residents to a special weed harvester account. The machine is used to control aquatic vegetation around the entire lake to maintain our water quality and recreational value. Residents may request that aquatic vegetation in front of their waterfront property be harvested to make swimming more appealing. Contributions to this account may be made at any time, and will transfer to new property owners when property is sold.

RELATED DOCUMENTS:

Latest ACT Report
Lake & Pond Management Course book
Field Manual Outline

PROCEDURES:

1. Landowners will assess and monitor aquatic vegetation densities and distributions in Hickory Hills.
2. Aquatic vegetation will be cut as needed in the lake to maintain water quality and recreational value.
3. "NO CUT" zones will be maintained to provide management of aquatic vegetation and water quality.
4. HHL will respond to requests from residents who have contributed to the weed harvester account, providing that the area is not in a "NO CUT" zone and the vegetation can be cut and retrieved by the harvester. A review process by a director includes but is not limited to the following;
 - a. The parcel is identified on the map to insure it is not in a NO CUT zone
 - b. The parcel is determined to be located in an area safe to cut
 - c. The parcel will then be plotted on a map and forwarded to the harvester operators.
5. Mowing requests from residents who have NOT contributed to the weed harvester account will be addressed as time and funds allow and as determined to be necessary by the HHL BOD.
6. The weed harvester operator must have the following qualifications:
 - a. Be at least 18 years old and be able to swim
 - b. Must be able to identify the different types of aquatic vegetation
 - c. Must be properly trained to operate the harvester
7. The following equipment shall be on the Harvester at all times
 - a. Current map showing the aquatic vegetation
 - b. Life jacket
 - c. Sun glasses with polarized lenses to assist in identifying vegetations
8. The harvester should not be operated when the winds prevent proper collection of the vegetation.
9. During cutting operation the harvester is to be operated at minimum headway speed only.
10. The harvester shall not be operated after dusk.

RECOMMENDATION:

Additional studies should be conducted as needed by ACT or an equivalent agency to monitor the aquatic vegetation and to serve as a guide to any modifications to this policy.

PROCUREMENT POLICY

PURPOSE:

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

GENERAL INFORMATION:

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.

PROCEDURES:

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 orally 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 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 cancelled 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 comprised 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 cancelled 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.

COMMON AREA BOAT STORAGE GUIDELINES FOR USE

PURPOSE:

To establish a consistent method for dealing with the Canoe Rack at the Island Rd. Beach and the Hickory Hills Boat Lot Off Townsend Harbor Road

GENERAL INFORMATION:

The intent of this policy is to provide boating access to non-lakefront residents in a fair and consistent manner.

RELATED DOCUMENTS:

Boat Launch License.
Canoe Rack License

PROCEDURES:

These Boat areas are to be “self-governed” with approval and oversight by the Board of Directors. The attached rules cannot be changed or amended without Board of Directors approval.

General:

1. Each facility shall have a Board of Directors contact or member.
2. License for use at each area must be renewed each year
3. Hickory Hills Landowners reserves the right to terminate a License at any time, for any reason.
4. Specific boat locations within each area are to be assigned and controlled by the users of the respective facilities
5. Safety, on the water and at the storage locations, is the responsibility of the users.
6. As these are shared spaces, owned by the HHL, courtesy for others and respect for property and neighbors must be maintained

Canoe Rack:

1. Canoe storage racks shall be located at the Island Rd Beach area.
2. To obtain a space for canoe storage, a Hickory Hills Landowners (HHL) property owner must:
 - a. Be a shareholder in HHL Inc.
 - b. Be a resident in good standing with HHL with current maintenance fees paid.
 - c. Possess a current canoe/kayak sticker issued by HHL.

- d. Pay a \$20.00 annual fee for storage.
 - e. Provide your own chain and lock.
 - f. Not have a reserved boat slot at the Boat Lot on Townsend Harbor Rd
3. Before using a canoe rack, property owners must sign this agreement and waiver releasing HHL Inc. from any responsibility for theft or damage to their canoes.
 4. Per Massachusetts State boating regulations, all person using a canoe or kayak MUST WEAR life jackets from September 15 through May 15. This is due to colder water temperatures.
 5. Shareholders may apply for available canoe storage spaces beginning at anytime by notifying the Office at hickoryhills@net1plus.com. A waiting list will be maintained and issued in the order they are received.
 6. Use of the canoe rack shall be from May 1st to October 15th. All canoes must be removed from the racks by October 15th. Failure to do so may result in loss of privilege at the discretion of HHL Landowners.
 7. This agreement to use the canoe storage rack is non-transferable on any terms.
 8. Authorized users shall hold HH Landowners harmless for any damages or injuries sustained by themselves, their family members, tenants or guests while using the lake or other facilities owned by HH Landowners

Boat Lot:

1. The Lot shall be used only for storing/docking of one boat per user. No boats shall be launched from the lot.
2. Users must be shareholders who have paid all necessary fees and are in good standing with HHL prior to storing a boat at the lot.
3. Users must not have direct access from their property to the water's edge of the main lake.
4. Use of the area shall be from May 15th to September 30th
5. Authorized users shall pay a \$100 annual fee prior to using the boat facility for the season.
6. Authorized users must place their boats in the allotted space within thirty days or by June 15th unless other arrangements have been made with the BOD.
7. All boats/canoes must be secured with a lock.
8. **Limited parking is available within the fenced in area. Users must not block the RIGHT side of the driveway which abuts the Mahon property. Cars must display a current Hickory Hills Landowners parking sticker. Only one parked vehicle per boat.**
9. Users are responsible for removing all trash and must respect the property and quiet of neighbors to the Lot.
10. HH Landowners is not responsible for loss or damage to users' property while boats are stored on this lot.

Authorized users shall hold HH Landowners harmless for any damages or injuries sustained by themselves, their family members, tenants or guests while using the lake or other facilities owned by HH Landowners

POLICY FOR DEALING WITH ANIMALS IN PUBLIC BEACH AREAS

PURPOSE:

To establish a consistent method for dealing with complaints of animals in Hickory Hills public beach and swimming areas.

GENERAL INFORMATION:

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

RELATED DOCUMENTS:

Annual License. (Provision #6)

PROCEDURES:

1. Complaints of nuisance dogs on beaches must be registered by a resident directly to the Lunenburg Animal Control Officer.
2. When a resident also registers a complaint with the Security Officer, the Board of Directors, or the office staff, the individual (or designee) receiving the complaint shall:
 - a. attempt to determine the accuracy of the information provided.
 - b. identify the animal and its owner.
 - c. log the time of the offense, who identified the animal, and a description of the animal.
 - d. notify the owner of the complaint.
3. If a repeat offense occurs, or if the owner is uncooperative, the behavior of the animal then becomes a nuisance to the office staff, and the Board shall send written notification to the Lunenburg Animal Control Officer requesting restraining action.
4. If an animal inflicts injury or behaves in a menacing manner, both the Lunenburg Animal Control Officer and the Police Department shall be notified immediately.

POLICY FOR GRANTING BOAT STICKERS

PURPOSE:

To issue stickers for all watercraft used on the lake.

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.

Any floatation device that is powered by wind, motor, oars, paddles, or paddle wheels requires a boat sticker. This document does not apply to inflatable floatation devices or rafts used in conjunction with recreational swimming.

RELATED DOCUMENTS:

Annual license. (Provision #9)

Minutes from Annual Shareholders Meeting on September 28, 1991.

Motion passed at Board of Directors meeting April 14, 1994.

Minutes from Annual Shareholders Meeting on September 17, 1994.

Minutes from Annual Shareholders Meeting on September 16, 1995.

PROCEDURES:

1. Annual stickers are mailed to property owners after they have paid their annual lake dues, have properly filled out boat registration form, and have paid boat registration fees.
2. Annual stickers may also be purchased at the office. They are not for sale by the operator of the patrol boat.
3. All stickers are serialized, and serial numbers for all watercraft are recorded on the registration form by the office secretary.
4. Stickers must be applied to the watercraft's starboard (right) side in the upper right corner of the bow (front) facing the lake.
5. Stickers are valid from the date issued through May 1st of the following year.

6. 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.
7. 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.
8. The Board of Directors may issue on request a written WAIVER of length restrictions on pontoon boats purchased prior to September 128, 1991, the date on which Shareholders voted the existing restrictions, and grandfathered the use of pontoon boats purchased prior to that date.
9. 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.
10. 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.

POLICY FOR DEALING WITH NIGHT USE OF HICKORY HILLS ISLANDS

PURPOSE:

To establish a consistent method for dealing with the night use of the islands owned by Landowners.

GENERAL INFORMATION:

The intent of this policy is to protect the Hickory Hills Lake environment by promoting prompt response to complaints of anyone using Landowners' Islands at night (one hour after sunset to one hour before sunrise).

RELATED DOCUMENTS:

Annual License. (Provision #12)
Property Deeds.

PROCEDURES:

1. When a resident registers a complaint with the Security Officer, the Board of Directors, or the office staff regarding the night use of the islands owned by Landowners, the Board of Directors (or its designee) shall respond as follows:
 - a. Record the resident's name, address, and phone number.
 - b. Contact the offender and explain the rules for the use of Landowners' islands, and indicate that night use is in violation of the license granting use of Landowners' facilities. Send a follow-up letter confirming the discussion.
 - c. If a repeat offense occurs, or if the violator is not cooperative, the Board shall revoke the violator's License to use the Landowners' facilities.

FACILITIES REQUEST PROCEDURE

PURPOSE:

To establish a consistent method for dealing with requests to use Hickory Hills facilities such as: public beach and swimming areas, Office and lake for purposes other than those covered by the annual license.

GENERAL INFORMATION:

The intent of this policy is to protect the Hickory Hills facilities and maintain a fair and consistent approach to their utilization.

RELATED DOCUMENTS:

Facility Use Request Form.

PROCEDURES:

1. Requests will be issued on a "first come, first serve" basis.
2. Resident must be "in good standing" for request to be granted.
3. If it is an outside group is requesting the beach it must be a legitimate non-profit organization (i.e. boy scouts, girl scouts, etc.). Request will not be issued to individuals who are non-residents.
4. If two requests come in at the same time and one person is a shareholder and the other is not, the shareholder gets precedence
5. Only one event will be allowed on the facility at a time.

RULES OF THE BEACH

1. The beach is for the use only by authorized property owners of Hickory Hills Lake and their families and guests. Guests must be accompanied by their host or carry their host's Hickory Hills I.D. card.
2. No motor vehicles permitted on the beach.
3. No alcohol on the beach.
4. No open fires on the faculty.
5. No loitering
6. No animals on the beach (including dogs).
7. No bathing at the beach.
8. Respect the rights of others at the beach.

BOAT LAUNCH PROTOCOL

PURPOSE:

To establish a consistent method for controlling access to the Lake especially as concerns insertion and removal of watercraft.

GENERAL INFORMATION:

The intent of this policy is to protect the Hickory Hills Lake water quality and maintain its status of having no invasive weed or animal species.

RELATED DOCUMENTS:

<http://www.mass.gov/dcr/watersupply/lakepond/rampMonitor.htm>,
<http://www.protectyourwaters.net/>

PROCEDURES:

Clean, Drain, Dry. All visible plants, mud, or other debris should be removed. All drain plugs should be pulled with any standing water allowed to fully drain. The watercraft and equipment should then be allowed to fully dry for 1 week during July and August, 2 weeks in June and September, and 4 weeks before and after these dates. Dry times should be longer if weather has been unseasonably cool or wet. Note: Vessels that have been exposed to freezing temperatures for the winter are considered to be decontaminated.

OR

Clean, Drain, Decontaminate. After cleaning and draining, use an approved decontamination method or combination of methods on all vessel parts in contact with water and carpeted trailer bunks:

- Steam or Scalding Hot Wash (>140 degrees): To achieve this temperature at the surface being cleaned, water temperature must be as close to 155 degrees as possible at the nozzle (Note: Caution should be taken as this temperature may cause scalding to exposed skin). Keep contact for 10 seconds or more. High pressure spray is best to clean the outside surfaces of vessels and low pressure should be used to flush live wells, bilges, ballasts, and engines. Run the water through the craft's cooling system for at least 10 seconds at 140 degrees. Use "ears" for outboards, or garden hose for personal

Cleaning Solutions

Disinfectant	Concentration	Contact Time
Steam/Scalding hot wash	>140°F	10 Seconds
Chlorine/Bleach Solution	1 oz. per gallon water	10 Minutes
Lysol	1% Solution	10 Minutes
Vinegar	as sold - 100%	20 Minutes
Freezing	<32°F	24 Hours



**STOP AQUATIC
HITCHHIKERS!**
Prevent the transport of nuisance species.
Clean all recreational equipment.
www.ProtectYourWaters.net

watercraft and inboards as you would normally for winterization or running while out of water.

- Chlorine/Bleach Solution (1 oz. per gal. water): Surfaces should be kept “wet” with Chlorine/Beach solution for at least 10 minutes before rinsing with clean water. Clean all exterior surfaces and flush live wells, bilges, ballasts, and engines with solution. Run outboard engines in a tub, bucket or barrel of solution or use ears to decontaminate engine cooling systems. This is also a good option for soaking ropes, dive gear, or anything else that may be placed into the solution bucket or barrel. Solution may only be used for up to 24 hours after mixing. After that, a fresh chlorine mixture must be mixed.
- Lysol (As sold, or if using the concentrate, dilute to achieve 1% active ingredient): Surfaces should be kept “wet” with Lysol solution for at least 10 minutes before rinsing with clean water. Clean all exterior surfaces and flush live wells, bilges, ballasts, and engines with solution. Run outboard engines in a tub, bucket or barrel of solution or use ears to decontaminate engine cooling systems. This is also Vinegar as sold - 100% 20 Minutes good option for soaking ropes, dive gear, or anything else that may be placed into the solution bucket or barrel. Because of the possible dilution with rinse water, the solution should not be reused. A fresh batch should be used each time if it has been diluted by the cleaning procedure.
- Vinegar (as sold- 100%): Surfaces should be kept “wet” with Vinegar solution for at least 20 minutes before rinsing with clean water. This option, however, may not be the most practical or feasible for decontaminating engine cooling systems because of the quantity of vinegar that one would need to purchase in comparison to preparing decontamination solutions from Lysol or bleach concentrate. Vinegar may be a more practical option for cleaning the exterior of the boat and for soaking ropes, dive gear, or anything else that may be placed into the solution bucket or barrel. Because of the possible dilution with rinse water, the solution should not be reused. Fresh solution should be used each time.

1.

POLICY FOR GRANTING APPROVAL FOR BUILDING FENCES

PURPOSE:

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

GENERAL INFORMATION:

The covenants which appear in Landowners' deeds require Board approval prior to the construction of any structure, including fences.

RELATED DOCUMENTS:

Property Deeds. (Provision #4)
Annual License. (Provision #10)
Wetlands Act.

PROCEDURES:

1. A Hickory Hills property owner submits a written plan to the Board describing the fence to be constructed. It is the resident's responsibility to assure that the fence will be on his property. If the fence is within 100 feet of the water and excavation work is involved, the resident must also obtain approval from the Conservation Commission. The fence must be made of acceptable material, and must conform to all other requirements in deed provision #4.
2. Two Board members make a site visit with the above considerations in mind.
3. 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.
4. If the property owner does not comply with the stated procedures, the Board shall notify him in writing that he is in violation of the License granting use of Landowners' facilities, and of deed provisions. 5. If the property owner refuses to cooperate, the Board shall revoke the violator's License to use Landowners' facilities.

POLICY FOR GRANTING APPROVAL FOR CUTTING TREES

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.

GENERAL INFORMATION:

The intent of this policy is to maintain the wooded characteristic, beauty and privacy of Hickory Hills, and to prevent defoliation of the community. The covenants which appear in Landowners' deeds require Board approval prior to cutting down trees as cited above.

RELATED DOCUMENTS:

Property Deeds. (Provision #8)
Annual License.
Wetlands Act.

PROCEDURES:

1. A Hickory Hills property owner requests approval to cut down trees greater than four inches in diameter. Trees to be cut are marked.
2. Two Board members shall visit the site, and may grant approval for tree cutting contingent on the following:
 - a. The property owner assumes responsibility for knowing that the trees are on his property
 - b. The tree(s) does not hang over an abutter's property.
 - c. Cutting of the tree(s) does not completely defoliate the property.
3. If the trees are within 100 feet of the water, the property owner must also obtain approval from the Conservation Commission.
4. Board members making the site visit shall notify the property owner verbally of their decision.
5. Written confirmation shall be sent to the property owner from the office within 30 days of the request.
6. If the property owner does not comply with the stated procedures, the Board shall notify him in writing that he is in violation of deed provisions.
7. If the property owner refuses to cooperate, the Board shall revoke the violator's License to use Landowners' facilities.

POLICY FOR GRANTING APPROVAL FOR DOCKS, RAFTS & MOORINGS

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.

GENERAL INFORMATION:

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.

RELATED DOCUMENTS:

Annual License. (Provision #10)
Property Deeds. (Provision #4)
Wetlands Act.

PROCEDURES:

1. A Hickory Hills property owner submits a written plan to the Board describing the dock, or raft to be constructed, including the nature, kind, shape, height, materials and grading plan. 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 Conservation Commission for construction or replacement of any dock.
2. Rafts must be of a temporary nature, and must be removed from the lake during the winter months.
3. Existing docks in need of significant repair must be replaced with a temporary, removable structure, unless removal and replacement is deemed to be more disruptive to the lake environment than replacing only decking.
4. Docks must not extend more than 30 feet into the lake.
5. Rafts must be located within 50 feet of shore, so they are not a hazard to boats operating outside the NO WAKE ZONE.
6. Two Board members make a site visit with the above considerations in mind.
7. 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.
8. If the property owner does not comply with the stated procedures, the Board shall notify him in writing that he is in violation of the License granting use of Landowners' facilities, and of the deed provisions.
9. If the property owner refuses to cooperate, the Board shall revoke the violator's License to use Landowners' facilities.

POLICY FOR DEALING WITH 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.)

RELATED DOCUMENTS:

Annual License. (Provision #11)
Property Deeds. (Provision #11)

PROCEDURES:

1. When a resident registers a complaint with the Security Officer, the Board of Directors, or the office staff about the existence of garbage, trash or litter on residential property, the Board (or its designee) shall respond as follows:
 - a. Suggest that the individual reporting the complaint notify the local Board of Health for action.
 - b. If repeated offenses occur, the Board shall notify the Board of Health and the Lunenburg Police Department.
2. When a resident registers a complaint with the Security Officer, the Board of Directors, or the office staff about the existence of garbage, trash, litter, or lawn/landscape waste on Landowners' property or in the lake, the Board (or its designee) shall respond as follows:
 - a. Record the resident's name, address, and phone number.
 - b. Determine the accuracy of the information provided, and the identity of the offender(s).
 - c. Contact the offender to explain disposing of garbage, trash, litter, or landscape/waste on Landowners' property or in the lake is in violation of the License granting use of Landowners' facilities, and send a follow-up letter confirming the discussion.
 - d. 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 Landowners' facilities.

POLICY FOR DEALING WITH 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.

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.

RELATED DOCUMENTS:

Annual License. (Provision #12)
Property Deeds. (Provision #12)

PROCEDURES:

1. When a resident registers a complaint with the Security Officer, the Board of Directors, or the office staff about the existence of an open fire on residential property, the Board (or its designee) shall respond by citing the following information:
 - a. Residents may obtain from the Lunenburg Fire Department a one-day brush fire permit at no charge from January 15 to April 30 during the hours of 10 a.m. to 4 p.m.
 - b. Residents may obtain permission from the Lunenburg Fire Department for an open cooking fire/wood campfire, and must follow procedures established by the Fire Department. (Permits are not necessary for grill or hibachis.)
 - c. If the person registering the complaint believes that a resident is violating the state's open fire law, he should report the incident to the Fire Department.
2. When a resident registers a complaint with the Security Officer, the Board of Directors, or the office staff about the existence of an open fire on Landowners' property, the Board (or its designee) shall respond as follows:
 - a. Record the resident's name, address, and phone number.
 - b. Determine the accuracy of the information provided, and the identity of the offender(s).
 - c. Contact the offender to explain that open fires are in violation of state laws and the License granting use of Landowners' facilities, and send a follow-up letter confirming the discussion.
 - d. 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 Landowners' facilities.

POLICY FOR 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 Landowners' property; and anyone discharging firearms or fireworks in the Hickory Hills Lake community. No hunting is allowed on HHL property. No discharge of firearms is allowed on HHL property.

RELATED DOCUMENTS:

Annual License. (Provision #13)
Property Deeds. (Provision #11
Local & State Laws.

PROCEDURES:

1. When a resident registers a complaint with the Security Officer, the Board of Directors, or the office staff regarding hunting or trapping on Landowners' property, the Board (or its designee) shall respond as follows:
 - a. Record the resident's name, address, and phone number.
 - b. Determine the accuracy of the information provided, and the identity of the offender(s).
 - c. Contact the offender to explain the violation of the License granting use of Landowners' facilities, and send a follow-up letter confirming the discussion.
 - d. 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 violators License to use Landowners' facilities.
2. Any resident who witnesses an incident of discharging of firearms or fireworks in the Hickory Hills community 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.

POLICY FOR DUPLEX HOMES

PURPOSE:

To provide consistent guidelines for dealing with owners of duplex homes constructed in Hickory Hills.

GENERAL INFORMATION:

All property deeds in Hickory Hills expressly prohibit the construction of any dwellings other than single-family homes. However, four duplex dwellings have been built here. All four conform to zoning provisions of the town of Lunenburg, and occupy single lots of at least 60,000 square feet. Because of the large lot size required by Lunenburg for construction of a duplex dwelling, it is unlikely that more two-family homes could be built in Hickory Hills. The intent of this policy is to create a fair agreement between Landowners and the owners of duplex homes.

RELATED DOCUMENTS:

Property Deeds. (Provision #3)
Annual License. (Provision #2)

PROCEDURES:

1. Landowners and the owner of any duplex dwelling shall enter into an agreement which provides that:
 - a. Landowners shall waive the single family home restriction.
 - b. Landowners shall grant to the owner privileges to use the lake and other facilities of the corporation upon receipt of promulgated fees.
 - c. The owner shall purchase annually one license from Landowners for each duplex unit, and shall pay the annual license fee charged by Landowners for each unit.
 - d. The owner shall purchase one share of stock in Hickory Hills Landowners, Inc., representing one voting share for the lot upon which the duplex has been erected.
 - e. The agreement shall inure to the benefit of Landowners and the owner, heirs, executors, administrators, successors, and assigns.
 - f. The agreement shall run with the land, and shall be recorded with the Northern Worcester County Registry of Deeds.
2. If the owner of any duplex dwelling fails to agree to the above, Landowners shall exercise its right to promulgate fees, and shall bill the owner annually for two license fees, one for each duplex unit, for recreational use of the lake and other facilities.
3. If the owner refuses to pay both fees, the Board shall notify him in writing that he is in violation of the License granting use of Landowners' facilities, and of the deed provision.
4. If the owner refuses to cooperate, the Board shall revoke the violator's License and privilege to use Landowners' facilities, and shall initiate court action.

POLICY FOR GRANTING CONSTRUCTION APPROVAL OF SINGLE-FAMILY HOMES

PURPOSE:

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

GENERAL INFORMATION:

All property deeds in Hickory Hills provide that each lot shall be used for single-family residential dwellings only, and that the Board must approve all building plans prior to construction.

RELATED DOCUMENTS:

Property Deeds. (Provisions #3 and #4)
Annual License. (Provision #2)

PROCEDURES:

1. A Hickory Hills property owner submits a written plan to the Board describing the dwelling to be constructed. It is the owner's responsibility to assure that the dwelling will be on his property, and to secure a valid building permit from the Town of Lunenburg's Building Inspector. If the construction is within 100 feet of the water and excavation work is involved, the owner must also obtain approval from the Conservation Commission. The construction must conform to all requirements in deed provisions #3 and #4.
2. Two Board members make a site visit with the above considerations in mind.
3. 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.
4. If the property owners does not comply with the stated procedures, the Board shall notify him in writing that he is in violation of the License granting use of Landowners' facilities, and of deed provisions.
5. If the property owner refuses to cooperate, the Board shall revoke the violator's License to use Landowners' facilities, and shall initiate legal action to prevent construction.

POLICY FOR GRANTING APPROVAL FOR GARAGES, ADDITIONS, & ACCESSORY BUILDINGS

PURPOSE:

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

GENERAL INFORMATION:

The covenants which appear in property deeds require Board approval prior to the construction of any structure, including garages, additions, and accessory buildings; and provide that no garage, tent, trailer, or other building of a temporary nature shall at any time be used as a residence or dwelling.

RELATED DOCUMENTS:

Property Deeds. (Provisions #3, #4, #6 and #10)
Annual License (Provision #2)

PROCEDURES:

1. A Hickory Hills property owner submits a written plan to the Board describing the garage, addition, or accessory building to be constructed. It is the resident's responsibility to assure that the construction will occur on his property, and to secure a valid building permit from the Town of Lunenburg's Building Inspector. If the construction is within 100 feet of the water and excavation work is involved, the resident must also obtain approval from the Conservation Commission. The construction must conform to all requirements in deed provisions #3, #4, #6 and #10.
2. Two Board members make a site visit with the above considerations in mind.
3. 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.
4. If the property owner does not comply with stated procedures, the Board shall notify him in writing that he is in violation of the License granting use of Landowners' facilities, and of deed provisions.
5. If the property owner refuses to cooperate, the Board shall revoke the violator's License to use Landowners' facilities.

POLICY FOR GRANTING APPROVAL FOR WALLS & OUTDOOR FIREPLACES

PURPOSE:

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

GENERAL INFORMATION:

The covenants which appear in property deeds require Board approval prior to the construction of any structure, including walls and outdoor fireplaces.

RELATED DOCUMENTS:

Property Deeds. (Provision #4)
Annual License. (Provision #2)

PROCEDURES:

1. A Hickory Hills property owner submits a written plan to the Board describing the wall or fireplace to be constructed. It is the resident's responsibility to assure that the structure will be on his property. If the wall is within 100 feet of the water and excavation work is involved, the resident must also obtain approval from the Conservation Commission. Any wall or outdoor fireplace must be made of acceptable material, and must conform to all other requirements in deed provision #4.
2. Two Board members make a site visit with the above considerations in mind.
3. 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.
4. If the property owner does not comply with stated procedures, the Board shall notify him in writing that he is in violation of the License granting use of Landowners' facilities, and of deed provisions.
5. If the property owner refuses to cooperate, the Board shall revoke the violator's License to use Landowners facilities.

POLICY FOR GRANTING APPROVAL FOR INSTALLATION OF SEWAGE DISPOSAL SYSTEMS

PURPOSE:

To provide consistent guidelines for granting approval to property owners for installation of sewage disposal systems.

GENERAL INFORMATION:

The covenants which appear in property deeds require Board approval prior to the installation of sewage disposal systems.

RELATED DOCUMENTS:

Property Deeds. (Provision #4)
Annual License. (Provision #2)

PROCEDURES:

1. A Hickory Hills property owner submits a written plan to the Board describing the sewage disposal system to be installed. It is the owner's responsibility to assure that the system will be contained on his property, and to secure valid permits from the Town of Lunenburg's Building Inspector and the Board of Health. If the system is within 100 feet of the water, the owner must obtain approval from the Conservation Commission. The installation must conform to all requirements in deed provisions # 3 and #4.
2. Two Board members make a site visit with the above considerations in mind.
3. 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.
4. If the property owner does not comply with stated procedures, the Board shall notify him in writing that he is in violation of the License granting use of Landowners' facilities, and of deed provisions.
5. If the property owner refuses to cooperate, the Board shall revoke the violator's License to use Landowners' facilities, and shall initiate legal action to prevent installation.