



**DC Ranch Association
Board Report 2-3-2020 #2**

Subject Matter: Annual Policy Review

Background: Pursuant to 102.5 Annual Policy Review: The Board of Directors shall annually receive and review the current policies and determine if revisions are required. Proposals to modify, add or delete policy language shall follow the standard policy approval procedure.

Copies of all approved policies were forwarded to the Board in December 2019. The approved policies can also be viewed at the following: <https://www.dcranch.com/life-at-dc-ranch/community-management/ranch-association/policies/>

The Board discussed the policies at its January 6, 2020 board meeting. Regarding Policy 102 (Development and Management of Policies), Mr. Wilner asked for clarification on 102.4f as it states a board member can vote by proxy. This language conflicts with A.R.S. §33-1812 which prohibits proxy voting. To that end, a revised policy that corrects 102.4d and 102.4f is now being submitted for Board consideration.

Additional director comments/questions were as follows:

- Policy 104 (Board Governance): *"Governance Policy provision 104.11a is not being used." This provision provides that "Each year, when the Board of Directors conducts its organizational meeting, the Board shall determine if the Board President can vote on all matters brought before the Board, or on just those voting matters where there is a tie vote that needs to be broken."* This President's action has now been added to the Board's calendar for May.
- Policy provisions 204.7a(ii) (Capitalization of Assets, Operating Reserves) provides that *"If a neighborhood or the Master Association falls below 75% fully funded level for its reserves, the Executive Director will present a correction plan to the Board."* The question was *"Why hasn't this occurred for Market Street Villas?"* The correction plan is part of the annual budget/reserve plan that the Board approved in November. It provides that the annual reserve assessment requirement increases by \$20 per month each year through 2030, before the plan is fully funded.

Policy provision s 301.6i (Security Services) provides that “Each street shall be toured at a minimum of one time per each eight-hour shift, seven days per week, including those streets located within sub-associations.” The question was “*Is this happening?*” It is not, and as far as we can tell it has not happened so far as our records indicate.

Due to the interruptions with which patrol officers must contend, e.g. first aid, vandalism, emergency calls, snake calls, etc. it is not realistic to expect every street be toured each shift. What is realistic, is that patrols can tour every neighborhood each shift. I’m suggesting that the forgoing provision be revised to reflect as follows: Each neighborhood (including sub-associations) shall be toured at a minimum of one time per each eight-hour shift. To that end, a revised policy is now being submitted for Board consideration.

Should there be additional proposed revisions to the approved policies already forwarded to the Board, direction can be given to the Policy Committee. Revisions can be made and brought back to the Board for formal approval. If there are significant proposed revisions, the Board may elect to publish those revisions for 30-day member comment.

Policy Deletions : As the Policy Committee and Board have worked collectively to re-write older versions of various policies, the Policy Committee recommends that the following policies be formally deleted from the records, because they were re-written or addressed in other areas of the Association’s governing documents.

| Old Policies/Procedures | New Board Approved Policies |
|--|---|
| Collection Policy (2012) | Now Policy 208 – Approved 9-6-19 |
| Purchasing Policy and Procedures | Now an Internal policy |
| Signing Authority | Now Policy 104 (Governance) – Approved 1-8-18 |
| Foreclosures Policy | Now Policy 208 (Collections) – Approved 9-6-19 |
| Investment Policy | Now Policy 205 (Investments) – Approved 1-6-20 |
| Capitalization Policy (2014) | Now Policy 204 (Capitalization of Assets and Reserves) – Approved 10-1-18 |
| Capital Replacement Fund and Major Repairs Fund Policy (2014) (in pdf file with Capitalization Policy) | Now Policy 204 (Capitalization of Assets and Reserves) – Approved 10-1-18 |
| Neighborhood Committee Procedures | Now Policy 107 (Neighborhood Committees) – Approved 5-29-19 |

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|--|---|
| Motorized Vehicle Resolution/Policy (2015) | Now in Community Standards for Conduct (DCR-09) |
| Organized Sports | Now in Community Standards for Conduct (DCR-11) |

Recommendations:

- 1) Approve proposed revisions to Policies 102 (Development and Management of Policies) and 301 (Security Services).
- 2) Approve and validate all Board-approved policies.
- 3) Delete all policies and procedures listed in the table within this report that predate the new Board-approved policies.



Darren Shaw, Executive Director



DC Ranch Association

Policy 102

Policy on Development and Management of Policies

Policy 102

Date of Adoption: September 11, 2017

Effective Date: September 11, 2017

Last Revised: September 11, 2017

Policy on Development and Management of Policies

102.1 Purpose: Policies provide guidance and ensure consistent and appropriate action for matters concerning the DC Ranch community. The purpose of this policy is to provide the process regarding policy development and approval to ensure uniform standards are consistently maintained.

102.2 Scope: This policy applies to all policies of the Ranch Association. DC Ranch Association policies may apply to DC Ranch Association personnel, community members, board members, vendors, visitors, guests, tenants and anyone who either does business with or enters the DC Ranch community.

102.3 Responsibility: The DC Ranch Association Board of Directors.

102.4 Policy Development Procedure: Policies will be developed by the following procedure.

102.4a Policy Origination: Any member of the Board of Directors, any DC Ranch Association Committee, any staff member and any member of the community may recommend a policy and its subject matter.

102.4b Policy Committee: All recommended policies will be directed to the Policy Committee for review and recommendation. The times and dates of all Policy Committee meetings will be noticed 10 calendar days in advance of the meeting and shall be open to members to attend as observers.

102.4c Board Review and Member Comment Period: When the Policy Committee recommends a new policy or a change to a policy and prior to the Board's formal vote, community members shall be provided with a 30-day comment period, where they are afforded an opportunity to provide input and comment on the proposed policy. The proposed policy or policies will be posted on the community's website and notice regarding the posting will reflect in the weekly *This Week on the Ranch* e-mail to DC Ranch residents.

102.4d Board Vote: Following the expiration of a 30-day member comment period, the Board of Directors shall consider the final draft provided by the Policy Committee at its next regularly scheduled board meeting. The policy will be approved if a majority of the board members, present at the meeting in person or by telephonic communication ~~or by proxy~~, constituting a quorum, vote in favor of the policy.

The Board of Directors will approve the policy by a majority vote of the board members.

102.4e Policy Effective Date: Policies shall be effective immediately upon Board of Directors' approval or at another date stipulated to by the Board.

102.4f Emergent Policies: On rare occasions, the Board of Directors may need to adopt a temporary policy that does not follow the process above in order to respond to an emergent issue. If the Board of Directors determines by a 2/3 vote of the entire Board that a temporary and emergency ~~policy~~ is needed, the Board of Directors may approve it by majority vote of the Board members present at the meeting in person, by telephonic communication or by proxy. Such policies which will be considered temporarily operational for 90 days or until the Board of Directors cancels the policy or approves a replacement policy, whichever event occurs first.

102.5 Policy Review Annually: The Board of Directors shall annually receive and review the current policies and determine if revisions are required. Proposals to modify, add or delete policy language shall follow the standard policy approval procedure.

102.6 Policy Documents: All policy documents shall be uniform in their format and style.

102.6a Policy Format and Template: All policies will comply with the attached policy format template (Attachment 1) and include data using the following structure: Policy Number, Effective Date, Revision Date, Title, Purpose, Scope,

Responsibility and signatories. All policies shall be written in Microsoft WORD using Calibri 12 pt. font, with 1" margins.

102.6b Voice: Policies shall be clear and concise and written in the third person.

102.6c Changeable Data: Policies shall not include information that is likely to change often such as names or phone numbers, as they will cause the policy to be outdated quickly.

102.6d Acronyms: When using acronyms, spell out the words that the acronym represents the first time followed by the acronym in parenthesis after which the acronym itself may be used alone.

102.6e Numbering: All policies shall be numbered within the following categories: 100's Administrative, 200's Personnel, 300's Financial, 400's Facilities, 500's Operations.

Approval Date: _____

Attested to by: _____ Date _____
Board Secretary

Proposed



**DC Ranch Association
Policy 301
Policy on Security Services**

Policy 301

Date of Adoption: October 1, 2018

Effective Date: October 2, 2018

Revised: August 3, 2018

301.1 Purpose: The purpose of this policy is to define security services standards and expectations.

301.2 Scope: This policy applies to DC Ranch Association security operations and sets forth expectations and service levels for the security program. It applies to the Association's administration and the third-party security provider.

301.3 Responsibility/Authority: The DC Ranch Association Board of Directors.

301.3a Delegation of Authority: The DC Ranch Association Board of Directors delegates many of its responsibilities to the Executive Director, such as the management of security services. The Executive Director works closely with the third-party security services onsite manager to carry out and manage day-to-day security operations for the DC Ranch community.

301.4 Introduction: The Association's mission statement is as follows: To serve all DC Ranch Stakeholders through the professional management and protection of the community's fiscal and environmental assets. DC Ranch Association delivers high quality and consistent operations, landscape, maintenance and security services with an emphasis on customer care and open communication that result in sustained property values and exceptional quality of life.

Security services, which are contracted with the professional third-party security company, are vital to DC Ranch Association and its membership. There is an expectation that security services will function at a highly proficient level, providing members and residents with the peace of mind that the community in which they live is reasonably safe.

301.5 Training and Professional Development: The security services provider will maintain a structured training program to 1) ensure that all security officers are well trained before taking an active shift on their own and 2) ensure that all officers receive ongoing training. Training elements shall include, but not be limited to the following: customer service, appearance and communication standards, community layout and mapping, report writing, complete comprehension of software system used for gate operations (ABDI) and a full and complete understanding of all post orders and security procedures (to be tested quarterly).

301.6 Security Services: The following duties are standard requirements and expectations for the security team, and for all security officers.

- a) Greeting residents and guests professionally on each encounter.
- b) Utilizing professional and courteous communication, maintaining a proper appearance, and always being respectful.
- c) Properly clearing all guests and visitors through the five manned gates.
- d) Verification, documentation, reporting and troubleshooting of various gate access programs.
- e) Enforcing policies and procedures using current technology provided by DC Ranch Association while providing exceptional customer service.
- f) Being knowledgeable of all physical locations within the community; e.g., gate numbers, neighborhood names, and general characteristics of those neighborhoods.
- g) Being trained for the DC Ranch site and able to assist with emergency situations when required.
- h) Being certified in CPR/AED/First Aid through the Red Cross and being trained to use various fire extinguishers.
- i) Controlling ingress and egress access. Security personnel shall actively patrol the community and access points (paths, trails, streets), which requires various types of transportation (foot, golf cart, vehicle). Each neighborhood (including sub-associations) street shall be toured at a minimum of one time per each eight-hour shift, seven days per week, including those streets located within sub-associations. Trails are to be toured via golf cart eight hours per day, five days per week (Monday – Friday during the day).
- j) Being efficient and professional with report writing, including all shift and incident reports.
- k) Monitoring community video cameras and performing video research where an event requires review of historical video. Dispatching patrol, contacting the authorities and responding as efficiently as reasonably possible is the expectation, depending on the situation at hand.
- l) Reporting and responding to resident, guest, member, and vendor inquiries and concerns.
- m) Verifying visitor and building employee identification.
- n) Writing incident and daily operating reports.
- o) Verifying, documenting, and tracking residents' packages left at the gate house.
- p) Maintaining an active lost and found; holding and tracking any lost-and-found items.
- q) Responding to home/building alarms or notification systems when requested.
- r) Responding as necessary to support other life safety duties as identified in post orders and standard operating procedures.

