P.E.P.O.A.

Committee Operations Manual

Amended January 5, 2024

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Introduction

Volunteers contribute to the community by giving freely of a most precious asset: time. Their responsibility is to work together to make Penn Estates a better place to live through various means. Each person brings different talents, skills, and experience to the activity or committee in which he/she is engaged. All contributions are greatly appreciated.

All committees function in an advisory capacity to the Board. The Board determines the duties and scope of all Committees. Committees are empowered to act within their jurisdiction, with the Board providing the appropriate oversight.

To this end, the purpose of each committee is clearly defined in this Manual. Committee members must understand and work to the charter of the committee to which they belong.

The focus on the community is a key component of an effective volunteer, who joins a committee or task force and/or helps with specific community work. As homeowners, we each may have hopes, dreams, wishes, opinions, and, yes, even complaints. However, as a volunteer, each committee member must put aside his or her personal agenda and work for the betterment of the community. This distinction is necessary so that the association's business can be conducted fairly and protect the community from legal issues.

Committee Operations

The purpose of this manual is to provide guidelines and procedures that will optimize the effectiveness of all committees. In a conflict between this manual and the Association By-Laws, the By-Laws shall prevail.

PEPOA Mission Statement

The mission of the Penn Estates Property Owners Association is to represent the needs of all members in managing and guiding the community, in compliance with the Pennsylvania Non-Profit Corporation Law, the Planned Uniform Community Act, the Penn Estates Declaration of Covenants, Penn Estates Property Owners Association, Inc. Bylaws, and the Penn Estates Rules and Regulations.

PEPOA Vision Statement

The vision of the Penn Estates Property Owners Association is for Penn Estates to be one of the best communities in the Poconos, as demonstrated by:

- good stewardship of our environment and resources
- strong sense of community, with pride of ownership
- secure and safe neighborhoods
- financial stability, with adequate reserves and moderate dues
- amenities, services and activities that meet the community’s needs
- attractive and well-maintained facilities and roads

- ❑ Civic Minded and continuous improvement in all we do

Values

1. Living in harmony with nature.
2. Commitment to excellence.
3. Integrity and ethical standards.
4. Respect for rights and opinions in appreciation of differences.
5. Fair and equitable processes.
6. Courtesy in all actions.
7. Loyalty, dedication and team orientation.

List of Committees

Standing Committees

Appeals
Architectural Review
Finance
Election

Ad Hoc Committees

Communications
Recreation

Committee Process and Procedures

Committee Creation

As provided in the Association Bylaws, the Board of Directors determines all committee appointments. The number of committees and the responsibilities of committees will vary from time to time based on the changing needs of the community.

Committee Missions and Responsibilities

Each committee has specific accountabilities and tasks approved by the Board of Directors. These specific committee charters are included in Appendix E.

Committee Membership

Committee members must be deeded owners of a property in good standing.

The Board of Directors shall manage the committee process to be efficient and effective.

At the discretion of the Board, an adult (age 18 or older) family of a deeded property owner residing in the owner's household may participate in the meetings and activities of a committee or task force but shall not be permitted to vote on committee business.

Applying for Committee Membership

Qualified homeowners who wish to volunteer for service must submit a completed application to the Administration, which will be placed on the boards agenda for consideration.

Homeowners currently serving on a committee do not need to submit another application.

Appointment by the Board of Directors

Committee members shall be appointed by the Board of Directors. The Board of Directors may remove a committee member at any time if, in the Board's judgment, the best interests of PEPOA would be served thereby.

Conflict of Interest and Confidentiality Policy

Community Volunteer Code of Conduct Policy

As required in the Bylaws, members of all standing committees and ad hoc committees, as specified by the Board, are required to sign the Confidentiality Agreement that includes the Conflict of Interest Policy. In addition, it is Association policy for all committee members to sign the Volunteer Code of Conduct Policy. Both forms are signed on an annual basis.

Board Liaison Role

Each Committee has a Board member assigned as a liaison. The liaison is a nonvoting committee member who is allowed to contribute to discussion and debate. The role of the liaison is as follows:

- Serve in the capacity of a communication link between the Board, Community Manager, and the committee.
- Report to the Board and Community Manager on the activities of the Committee regularly.
- Sends documented Committee recommendations to the Community Manager, which will be included in the board meeting packet (see Committee Processes and Procedure, Recommendation and Policy Review Process)
- Assure that the committee complies with the governing documents and the Committee charter outlined in the Committee Manual.

The liaison has no authority to authorize a committee to take any action the Board has not previously approved. Liaisons shall make every effort to attend each committee meeting or request another Board Member to attend.

Committee Chairperson

The committee chair has many responsibilities and is integral to the committee's success. The chair sets the tone and pace of the meetings, ensuring that meetings start and end on time and are conducted according to the Code of Conduct. However, the Chair may not act independently. A majority of the members must make all decisions relative to the Committee's operation.

The chair shall advise the Administration office of the time and place of meetings for posting. The chair keeps to the meeting agenda, ensures that all members participate, and no one dominates, and summarizes conclusions and actions to be taken and by whom. The chair develops the agenda for each meeting and provides any advance material required to the committee members, liaison, and community manager. While the chair is responsible for the success of the meeting, this does not mean that he/she must do all the work.

Committee members shall recommend a chair to the Board annually or more often if required due to circumstances. The Board makes the final decision on the appointment of a chair.

Committee Vice-Chairperson and Secretary

The Committee must elect a vice-chair who will run the meeting if the chair cannot attend.

Secretary

The secretary is responsible for authoring the draft minutes and distributing them to all committee members, including the association president, liaison, and community manager. The minutes shall reflect motions made and include the vote. Rationale, if provided, shall be noted for all opposing votes. Members who abstain from voting need to disclose why, e.g., financial conflict, or family member.

Minutes of Meetings

The Chair is responsible for ensuring that the minutes of all committee meetings are taken. The Secretary must distribute the minutes approved by the committee to the community manager within 20 days of any meeting; all committee recommendations to the Board of Directors must be highlighted and clearly stated in the minutes.

Annual Review of Committee Structure and Members

The Board of Directors annually reviews the committee structure and roster of volunteers. It assesses the Association's needs and adjusts as it sees fit. Members of each committee are approved annually by the Board, generally at or before the June meeting. The committee, at their first meeting, shall recommend a chairperson to the Board for consideration.

Regular Attendance at Meetings

Regular attendance at meetings by committee members is essential. Minutes shall reflect committee members that have not attended three (3) consecutive meetings or 25% of the meetings in a twelve (12) month period to the community manager.

Meetings Open to Community Member Observation

Committee meetings are open for observation by any Association member in good standing unless otherwise determined by the Board. Observers are not entitled to participate in the committee proceedings except as invited by the Chair. The Chair of a committee may call an executive session to maintain confidentiality for discussing matters that are personal or relate to just one property owner or tenant. Hearings are closed to the general membership.

Recommendations and Policy Review Process

Committee recommendations for potential changes to the governing documents are submitted to the Community Manager and Board via the committee liaison.

To be considered, recommendations from the committee must include:

- A clear statement of the recommendation
- Rationale for the recommendation
- Be adopted by documented core of the committee

Temporary Task Forces and Ad Hoc Committees

From time to time, the Board may establish and appoint members to special advisory task forces or additional ad hoc committees that serve at the pleasure of the Board for a period and purpose for which the Board determines at the time of appointment or some time thereafter.

Requests for Financing or Purchases

In the event a committee requests finances for an event, the Committee Chair will be responsible for preparing such requests. The request will be in the form of (no more than) one (1) page executive summary and a Request for Event Approval form. (See Appendix C.)

Requests are presented to the Community Manager for review and approval. agenda.

Committee Projects (Capital and Other) – Formal Process

Committees may initiate, review research, document, and recommend projects for consideration by the Board of Directors. The Board of Directors has established a process for consideration of project proposals, which require allocating capital funds or dedication of Association resources (staff, contractor, and volunteer time). By policy, the Board will not consider the expenditure of capital funds without submitting a Committee Project Planning Proposal (see Appendix A). Committee(s) shall complete a Project Planning Proposal for projects that are to be submitted to the Board for consideration. The proposing committee shall consult with the Community Manager regarding the costs of the proposed project and the availability of funds in the annual budget. No project will be discussed without the proper paperwork.

The following guidelines will be the structure for managing all projects. A project file will be created for each project at its inception. Included in the file will be the following.

- **Proposal:** A copy of the approved Committee Project Planning Proposal.
- **Project Brief:** The project brief will include an outline of the work to be done during the life cycle of the project.
- **Risk Assessment:** The risk assessment identifies the potential risks or potential liabilities and explains how each will be managed during the project lifecycle. Each risk will be assessed as 'High,' 'Medium,' and 'Low.' The risk assessment will include a mitigation plan for each risk identified. A significant concern is the appropriate communication of risk information, particularly where escalation is required. Increased communications are required to achieve resolution as problems occur.
- **Budget Plan:** Basic budget information is prepared to explain the expected project expenditures. Two sets of numbers should be presented: one representing the best-case scenario; the other representing the potential worst-case scenario.
- **Meeting Notes:** All decisions and actions must be recorded. Basic meeting notes capturing all discussions serve to help team members (and the Board of Directors) understand the context of decisions or the need for additional information.
- **Scope of the Project:** The deliverables that the project will produce should be identified in detail during the project planning stage. All work that is in and out of scope for the project must be documented. Any change in the scope of the project once started must be communicated to the Board, and all related documents, including budget, must be adjusted accordingly. A significant change in scope can require a new proposal and additional approval.
- **Project Timeline:** A detailed task and effort schedule should be created at the inception of the project. As with the budget plan, both a best-case

and worst-case scenario must be presented. Timelines reinforce the scope of the project and aid in keeping focus. Any significant deviation from the timeline must be reported to the Board as it may impact the cost of the project.

- **Status Reports:** Every project should be updated on a monthly basis and distributed to all Board members, and management staff. Materialized risks, along with the team's response, are brought forward to the Board and Management formally in the status report.
- **Identified Issues and Resolutions Log:** The log helps the team monitor issues to closure. An issue is stated as a question and assigned to a team member for follow-through to resolution. Issues that are significant have issue resolution documentation prepared; this document, much like meeting notes provides context for the recommended action to resolve the issue.
- **Closing Report:** The closing report is prepared by the project manager as a method to share lessons learned and recommendations for improvement with other project teams. It should contain an executive summary of the project's processes and any variances that were approved through change requests.

Helpful Hints for Effective Committee Work

1. Meet regularly – Set a standard day of the month. Encourage members to mark their calendars for the whole year. Hold meetings as scheduled; consistency is essential
2. Call or email members to remind them of meetings. One member of the committee should be assigned this important role. This is particularly important for new members who have not formed the habit of attending regularly. All members of the committee, liaison, and community manager are to be included in emails. Do not selectively email some but not all members of the Committee
3. Prepare an agenda – A standard agenda, which is flexible enough to add items, is preferable. (See Appendix D for a sample agenda.)
4. Keep the meeting to the agenda. At the beginning of the meeting, poll attendees for additions to the agenda. As items are addressed on the agenda, it should be standard practice to have a motion put forth. This will assist in keeping the discussion on track and minimize digressions and off-topic conversations.
5. Use Modern Rules of Order as a guide. Complete agenda items by voting on the motion, tabling the motion for the next meeting, or referring it to a sub-committee for further research.
6. Meeting minutes – The secretary drafts meeting minutes at each meeting. Minutes should be brief, and only document items discussed and recommendations to the Board approved by the Committee. It is not necessary

to note who said what except when motions are made and seconded except for the Appeals Committee. Appeals Committee should note who was opposed and why. Record whether it passed and the number for, against, and abstaining and the rationale for opposed or abstentions and by whom. Duration – Keep the meeting to the scheduled amount of time, preferably between one (1) and one and one half (1 ½) hours. Allocate time for each topic on the agenda to encourage committee members to focus on the discussion at hand and cover all agenda items.

7. Attendance – Good committee work requires regular and consistent attendance. If a member is not present regularly, it is difficult to make progress on projects.
8. Utilize Administration staff – Request Administration staff to attend meetings where their input or expertise is required. Committee requests for services or assistance should be made in writing well in advance and submitted to the Community Manager. Committees do not direct the activities of the staff or contractors. Many demands are made of the staff and their time may be limited. Early notice will allow them to schedule accordingly.
9. Contribute to Harmony – Harmony is the primary communication tool of the community. It is vitally important that all committees contribute to the contents of the newsletter to keep the community updated on events and projects. It is recommended that a member from each committee attend the Communications Committee meetings when possible.

Our committees are the essential, functional units of our community. In order for the committees to fulfill this role effectively, each committee's members and the chair need to adhere to a uniform structure.

Appendices

Appendix A

Penn Estates Committee Project Proposal

Instructions: 1.) This form is to be completed by the submitting committee chairperson and reviewed by the committee's Board liaison. 2.) The completed form is to be reviewed and signed by the Community Manager 3.) The fully completed form will then be in the boards meeting packet for consideration

Date submitted:
Proposed Project Title:
Submitted by (Committee Chair/Dept):
Project Sponsor (Committee Liaison):
Project Manager (the person responsible for completion of the project on-time and within the approved budget):
Problem Statement / Opportunity Description:
Proposed Solution: Include any proposed site changes and/or building changes/additions.
<u>Estimated Benefits:</u> Who will the project serve? How will the project improve community?

Estimated Project Costs: Include cost of professional services, outside contractors, permits as well as PEPOA staff (identify how many staff man-hours are required). *Attach a schedule [Appendix 1] showing project spending by month, along with supporting documents such as contractor quotes. Include contingency funds to deal with surprises that may occur in large or complicated projects.*
Estimated Project Duration: **Proposed Start Date:** **Expected End Date:**
Milestones/Dates: *Identify the end of a stage that marks the completion of a work package or phase and the (expected) date of completion.* 1. **Milestone/date** 2. **Milestone/date**
Maintenance/ongoing support: How many staff or volunteer hours will be required after completion of the project? What is the impact to staff and workload? Include estimated increase to utility costs, insurance, additional materials, and any professional services.
Cost/benefit analysis: Provide a cost justification for the project or similar analysis based on community needs and financial requirements of the project.
Signature of Submitter:
Signature of Sponsor:
Signature of Community Manager:
Signature of Project Manager:

Financial Information	
Current year budgeted amount for the project: $	
Line item on current year budget:	
Next year budgeted amount for the project: $	
Line item on next year budget	
Sources of funding for the project:	
Operating budget	$
Donations	$
Income from Project	$
Reserves	$
Other (specify)	$
Total	**$**
Additional comments:	

Note: The submission of this form does not constitute approval for a project to proceed. The Board of Directors reserves the responsibility for allocating or delaying the allocation of Association funds and staff resources based on priorities.

Board of Directors Approval
Date proposal (resolution) presented to BOD:
Board of Director's decision:
Signature of Board President:
Priority (if any) assigned by Board:
Comments:

Project Spending Log for ____________________

(month/year)

Date	Item/Service	Amount
		$
		$
		$
		$
		$
		$
		$
		$
		$
		$
		$
		$
		$
		$
		$
Total		**$**

Appendix B

REQUEST FOR EVENT APPROVAL

COMMITTEE: **EVENT**

EVENT CHAIRPERSON: **PHONE #**

EVENT DETAILS

PROPOSED DATE: ____________________ **PROPOSED TIME:** ________ - ________
Begin End

LOCATION: Oak Room Sports Complex Pool Complex Highland Lake Other

REFRESHMENT(S) BEING SERVED: Food Beverages

Menu:

Proposed items to purchase	How many	Actual	Proposed items to purchase	How many	Actual

STAFF RESPONSIBILITIES

The Event Chair shall contact the Administration Office at least thirty (30) days prior to the event to review the Administration Staff responsibilities requested. The Event Chair shall contact the Administration Office at least five (5) days prior to the event to review the Maintenance Department responsibilities.

ADMINISTRATION			MAINTENANCE		
TASK	YES OR NO	COMPLETED BY & DATE (Employee to complete)	TASK	YES OR NO	COMPLETED BY & DATE (Employee to complete)
Sell Tickets	Admin		Set Up		
Website	Admin		Clean Up		
Calendar	Admin		Porta Potty		
Bulk Email	Admin				
Marquee	Admin				
Flyers					

TICKET DETAILS

TICKET PRICE	ADULT $	CHILD $
MAXIMUM TICKETS TO BE SOLD:		ACTUAL SOLD:

The PEPOA Debit Card is available for all purchases within the approved budget. At no time may expenses be taken out of event proceeds. Requests for use of the Debit Card must be made 24 hours prior to the date needed. The Debit Card and all receipts must be returned the same day. The Administration Staff is not authorized to advance cash for any purchases. Check requests require a 2-week minimum. Reimbursement of expenses must be pre-approved and is not encouraged. There will be no reimbursements if there is no approved event form on file. Receipts are required for all transactions

PROJECTED INCOME & EXPENSES and ACTUAL INCOME & EXPENSES

INCOME

INCOME SOURCE	Number Sold	Per Price	Projected	Actual (Staff)
Projected Ticket Sales Actual Number Tickets Sold	( )	$	$	$
Raffle Ticket Sales		$	$	$
50/50 Ticket Sales		$	$	$
Sponsorship(s)		$	$	$
Other – Note source				
		TOTALS	$	$

EXPENSES

VENDOR	PURPOSE	ESTIMATED COST	ACTUAL COST (Staff)	RECEIPTS MUST BE PROVIDED SAME DAY

Receipts must be presented to CM or staff designee
(To be completed by Controller)

Event Income vs Expenses – Projected by Committee	Event Income vs Expenses - Actual by Administration
Income $	Income $
Less Expenses $	Less Expenses $
PROFIT/LOSS $	PROFIT/LOSS $

Received by:________________________________ Date:_________________________
Approved by:_______________________________(CM) Date:_________________________

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APPENDIX C

Penn Estates **<u>(Name of Committee)</u>** **Meeting Minutes**	 Date: Time:

Location:	

	Agenda	
Time		
Time		
Time		
Time		

Appendix D

Missions and Responsibilities of Committees

I. Standing Committees

These Standing Committees are required by the POA Bylaws.

1. Appeals Committee

The Appeals Committee is a standing committee. All members are required to sign confidentiality agreements and a Code of Conduct. Due to the confidential nature of the material discussed, meetings of the Appeals Committee are not open to all community members.

Accountabilities: Provide timely review to Penn Estates Homeowners who protest or appeal determinations on citations issued by the Public Safety Department. The appellate must prove why they are not guilty of the infraction with their appeal form.

- Resolve citation controversies uniformly, equitably, and efficiently, without litigation, on a fair and impartial basis to both the appellant and the Penn Estates Community as a whole. The committee is responsible for hearing the appellant's appeal and making a fair and just decision while reviewing all evidence presented by the appellant, Public Safety, and the Administrative Office.
- Advise the appellant of their right to have a second appeal if they can present any new and pertinent information not heard by the appeals committee.
- Issue a decision to uphold or dismiss the citation in a timely manner.
- It is not the duty or responsibility of the committee member to explain to the appellant any interpretation of the governing documents, i.e., Rules and Regulations, Bylaws, Declaration of Covenants

Specific Tasks*:*

- Hear appeals of citations resulting from violations of the rules and regulations. The Appellate shall be given sufficient time to present their appeal to the committee

- Committee members shall refrain from entering into any argument or confrontations with the appellate. Actions of such will be reviewed as a Code of Conduct violation as there will be zero tolerance for such violation.

- Make recommendations to the Board for modifying rules and regulations based on appeals experience.

- The Committee Shall not deliberate while the appellate is present.

- Shall not amend fines.

- Ask questions of the appellate to clarify facts and circumstances based on their testimony.

- Shall render a decision based on the evidence presented by the appellate at the hearing or documentation presented by Public Safety and/or Administration.

2. Architectural Review Committee (ARC)

Accountabilities:

- Protect the environment, physical, and natural resources of this community through the professional administration and reasonable enforcement of all Penn Estates Rules and Regulations related to buildings and structures.

Specific Tasks:

The ARC, at the request of the Penn Estates Board of Directors and/or the Community Manager, may:

1. Prepare, recommend, and review land development and permit uses.
2. The ARC shall review and render a decision within 30 days all appeal applications
3. The ARC shall, within 30 days, conduct a hearing and render a decision on requests for variances
4. Promote the public interest in and understanding of the Rules & Regulations related to buildings and structures.

3. Finance Committee

Accountabilities:

The Finance Committee is a recommending body that reviews reports provided and makes recommendations to the Board through the Liaison and Community Manager. The Board of Directors may provide additional tasks as needed.

Specific Tasks***:***

1. Review the draft of the annual PEPOA budget as presented by the Controller and Community Manager. The elements and timetable for the budget development process are defined in the By-Laws.
2. All Finance Committee members are required to sign a confidentiality agreement and the Code of Conduct.
3. Review year-to-date income and expense reports and balance sheet throughout the year.

4. Election Committee

The Election Committee's mission is to assist with the annual election.

Responsibilities:

1. The Election Committee is a standing committee. All members are required to sign a confidentiality agreement and the Code of Conduct.

2. The committee assists with the ‘Meet the Candidates’ event before the annual meeting, the date set by the Board of Directors.

3. The Association’s accountant serves as Judge of Elections. Members of the Committee may attend the Annual Meeting and assist as needed.

4. Any other projects as assigned by the Board.

Ad Hoc Committees

1. Communications Committee

Mission Statement:

To provide information to Penn Estates residents. To recommend improved methods and procedures for internal and external communications.

Responsibilities:

1. Make Association members aware of events within the community.
2. Inform and educate the community about important issues.
3. Prepare documents promoting Penn Estates.
4. Produce Harmony working with Management and the Publisher to assemble each issue in accordance with the annual schedule.

2. Recreation Committee

Mission Statement:

The Mission of the Recreation Committee is to support the POA Recreation Manager and/or Community Manager in implementing the Community's robust recreation program. They provide the hands-on involvement necessary to make each event a success. The committee is solely a recommending body; decisions are made by staff. The recreation manager and/or community manager may attend and participate in all committee meetings and be included in all emails.

Responsibilities:

1. Provide community input to the Recreation Manager and Community Manager for the year-round recreation and activities program for his/her consideration.
2. Assist with the decorating, set-up, serving, clean-up, and other activities necessary for each event as directed by staff.
3. Attend recreational activities on a regular basis.
4. Select members to oversee and operate the Bingo program in accordance with Commonwealth licensing requirements as per the annual approved licensing.

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