

TWIN LAKES SPORTS CLUB ASSOCIATION, INC.
STANDARD OPERATING PROCEDURES

AMENDED – July 2023

SECRETARY/TREASURER

1. The secretary/treasurer is authorized to pay all monthly bills, including electricity, propane, telephone, gasoline, caretaker's wages, office supplies, equipment repairs, vehicle license tags and other pre-approved order expenditures.
2. The Board will have available in the office, after the 10th of each month, a packet including minutes, financial statements, budget, and committee reports.
3. The Secretary/Treasurer is authorized to maintain a petty cash fund of \$50.00; the maintenance chairperson, \$100.00; and the Leasing Sales Office, \$25.00.
4. The Board of Directors will retain an Office Assistant. The office shall be open to the Members of Twin Lakes for a minimum of 2 hours on Saturday to perform any and all matters of business associated with Twin Lakes. Weekday office hours shall be set at the Board of Director's discretion. (July 2010)
5. The Board of Directors will annually designate a budget committee to suggest a budget for the following fiscal year. Said budget will be approved or revised and approved by the Board. The President shall, at least monthly, review income and expenditures compared to the budget and recommend any necessary actions to the Board of Directors.
6. The Treasurer shall be responsible to ensure a balance of no more than \$12,000 be retained on a monthly basis in the General Checking Account. (July 2008)
7. The minutes, income and expense summary and balance sheet will be posted monthly in the clubroom and in the office.
8. Approved minutes of the Regular Board of Directors Meetings shall be published in the Newsletter. (July 2008)
9. When a letter for delinquent assessments is sent on property under Contract for Transfer of Lease, a letter will also be sent to the leaseholder.
10. Mileage Reimbursement – co-worker, Board Member, or Association Member, may seek reimbursement for mileage when the purpose of the trip is for the sole purpose of conducting Twin Lakes Sports Club Association Inc. Business. The reimbursement shall not exceed the Federal allowed amount per mile and requires a chairperson's approval. Reimbursement claims shall be presented within 30 days or at the next BOD meeting. No claim will be accepted after 30 days of the trip. (July 2015)

GENERAL EMPLOYEE POLICIES

1. Hiring and/or terminating help, full-time, temporary or part-time must have prior approval of the Board of Directors.
2. Any employee must be covered by Twin Lakes Workman's Compensation. Any contractor must have proof of Workman's Compensation Insurance forwarded by their insurance carrier or they must be covered by Twin Lakes Workman's Compensation. Contractors must furnish a separate invoice for labor.
3. Twin Lakes Sports Club Association, Inc., is an equal opportunity employer. The "Equal Employment Opportunity Policy" will be part of Twin Lakes standard operating procedures and will be attached to all employment applications.
4. **No employee of Twin Lakes shall simultaneously serve on the Board after July 2026. Any current Board Members will be grandfathered in until July 2026 and can serve their term out. (July 2023) TEMPORARY PLACEMENT-TO BE DISCUSSED**

MAINTENANCE

1. Chairman will approve expenditures up to \$250.00 per incident. Emergency expenditures over \$250.00 and less than \$1,000.00 must be approved by the President.
2. Chairperson is authorized to dispose of obsolete and/or worn-out equipment after Board approval. All discarded equipment must be recorded by the maintenance chairperson for inventory purposes.
3. When Association equipment is used to pull stuck or stranded vehicles, there will be no charge if the vehicle is in a designated roadway. If the vehicle was not in an area designated as roadway, there will be a charge of \$60.00. Twin Lakes shall not tow any vehicle, south of the cattle guard, from the river area. Members must sign a liability waiver releasing Twin Lakes from body or vehicle damage from hook chain or another towing instrument to the vehicle.
4. Mockingbird Lane between Owl Road and Lark Lane is vacated. Scissortail will remain an Association maintained roadway.
5. There will be a deposit of \$25.00 on each card for use by temporary service people. Full time utility people may install a lock for their use on the west entrance gate.
6. The circuit breaker box for the automatic entrance gate will be kept locked. The restaurant lessees may open the gate during restaurant hours.
7. No one other than maintenance personnel may use the tractor or any other maintenance equipment without written approval by the Board of Directors. An exception to this rule will be as follows: When an emergency situation exists based on the judgment of maintenance chairman, the chairman may at their discretion, grant verbal or written permission allowing a person other than a maintenance person to use/operate Twin Lakes equipment. (July 2016)

COMMUNITY CENTER

1. Chairperson will approve expenditures up to \$250.00 per month.
2. The committee chairperson, who will submit a signed bill to the Secretary/Treasurer authorizing payment, will determine frequency of cleaning the clubhouse.
3. Clubhouse Rental: The committee chairperson is authorized to rent the club room for a one-time use as follows:
A rental fee of \$200.00 for non-members and \$50.00 for members will be charged for private parties, plus a \$100.00 deposit for cleaning.-The committee chairperson will assure that no other events are scheduled for date and time of rental. (July 2022)
4. The cleaning deposit for the restaurant lease will be \$250.00

SWIMMING POOL, FIRE DEPARTMENT AND CIVIL DEFENSE

- Annually the pool committee chairperson will propose rules governing operations of the pool, the pool area and the pool equipment every three years. The Board of Directors will accept, or revise and accept these rules for publication and enforcement. (July 2016)

LEASING SALES OFFICE

1. When transferring a lease which does not meet the requirements for square footage, running water, or a working toilet and septic tank, the following will be included in the transfer papers and signed by all concerned parties:
"Buyer and seller are aware that failure to comply with the terms of the attached building permit, dated _____ for Lot(s) _____ may cause Twin Lakes Board of Directors to cancel the lease for those lots." The building permit must be approved by the Board of Directors and include corrections to be made to the property, any temporary living conditions allowed, and the date by which the corrections must be complete.
 - a. Require verification that the title and license of a mobile home is in the name of the current leaseholder before any transfer of lease is complete.
 - b. All address changes of lessees must be accompanied by a signed address form and such forms kept current

and in the lessees file.

- c. Article II, Section 3 of the Twin Lakes Bylaws names the Board of Directors as the membership committee, therefore the Board requests that every new applicant for membership appear before the Board at the regular board meeting when his/her membership is to be considered.
2. Only property owned by Twin Lakes Association will be sold by the Lot Lease Committee. All lot lease paperwork will be the responsibility of the Lot Lease Committee. (July 2016)
 3. To transfer property not listed with the Association:
 - a. Buyer must complete an application for membership form and sign an authorization form to investigate credit and obtain O.S.B.I. Reports. Membership Applications must be submitted to the Twin Lakes Office no later than 10 days prior to the regular Board Meeting.
 - b. Each applicant will be required to pay a \$75.00 fee to cover the cost of obtaining reports or a \$29.95 on-line application processing fee. (July 2019)
 - c. **The lease processing fee of \$500 is negotiated prior to closing between buyer and the seller. The cost of a Member-to-member transfer is \$100.00. (July 2023)**
 - d. The application for membership must be accompanied by a signed Offer to Purchase and an Acceptance of Offer form, before being presented to the Board.
 - e. All required documents must be submitted to the Twin Lakes Sports Club Association no later than 10 business days prior to the regular monthly board meeting. (July 2014)
 - f. Applications for member to member transfer must also be submitted no later than 10 business days prior to monthly board meeting. (July 2014)
 4. Contracts for transfer of lease:
 - a. Check lot list file to assure everything is in order, name of owner, co-owners, and etc.
 - b. All contracts for Lease, Lease Agreement, and Quit Claim forms are on computer. Both legal descriptions are included on the forms i.e. (NW/4) and (N/2 of the NE/4). The inappropriate description should be deleted from the form. Use the description (NW/4) for lots west of Owl. Use (N/2 of the NE/4) for lots east of Owl.
 - c. Buyers will be furnished a copy of the lease.
 - d. There is a membership fee determined by the Board to cover the cost of obtaining information. This fee will not be refunded to any applicant even if the board does not accept them.
 - e. The monetary fee for lease acquisition of a Twin Lakes Sports Club Association Inc. (Twin Lakes) owned lot(s) shall be determined by the Board of Directors. A three-quarters positive vote by Twin Lakes Board is required for conveyance of lease. Each offer to acquire a Twin Lakes owned lease is considered a separate transaction. Payment method to be determined by the Board. If installment payment plan is authorized by the Board, late payments will be assessed after the tenth day of the month and will incur a late fee of \$ 35.00. Three consecutive late payments may result in lease cancellation. All new members must purchase at least two (2) shares of voting stock. (July 2015)
 - f. The assessment for one lot will be \$60.00 per month and \$18.00 for each additional adjoining lot. There will be a \$5.50 per month sanitation fee. (July 2022)
 - g. There will be a fee of \$30.00 on all returned checks. (July 2012)
 - h. There will be a monthly charge of \$2.50 for Booster Club dues and the newsletter. The charge will be added to the quarterly assessment statement. (July 2022)
 - i. Assessments on lots damaged or destroyed by flooding or erosion shall be waived on the Leasing Sales Office's receipt of a quit claim deed of such property from the lessee.

5. All buyers must complete an application for membership form and sign an authorization form to investigate credit and obtain criminal history reports.
 - a. At application, buyers will receive a copy of Rules and Regulations and a form letter to sign stating they have read the Rules and Regulations and will abide by them if they are accepted. Form letter must be signed and presented at the next board meeting for approval. (July 2016)
 - b. The Board of Directors will send a letter of acceptance or decline within 10 days after Board Meeting
 - c. Any change in a Lease Agreement or Contract for Transfer of Lease approved by the Board of Directors must be executed within 45 days after approval. (July 2014)
 - d. Any leaseholder who enters into a contract for transfer of lease shall be responsible to collect and pay valid assessments and fines (if incurred) to Twin Lakes. The original leaseholder shall not reassign payment of these fees to any other party by any document. (July 2015)

GENERAL OPERATIONS

1. There will be a Board approved operating procedural manual for each committee to be used for the day-to-day management of Twin Lakes operations.
 - a. All Twin Lakes business will be conducted at a Regular Monthly Meeting or a Special Meeting of Board Members. This will guarantee the presence of a quorum for the transaction of business, duly record the subject matter in the minutes and alleviate the minutes and alleviate the potential for mis-representation of the Board's decision. (July 2010)
2. Fees and charges will be annually adopted by the Board of Directors. Some of these fees can be subject to change during the year. The Secretary will publish a dated fee schedule and make it available in the clubhouse and in the office. **A convenience fee of 3.5% will be added to all transactions when using a credit or debit card. (July 2023)**
3. The Secretary/Treasurer is authorized to post a list of delinquent assessments of lessees/lease holders in the Twin Lakes Office and Twin Lakes Clubhouse.
4. The Membership Committee at its discretion may require a letter of intent on any lease transaction. (July 2015)