

HERITAGE GRAND STAFF GUIDELINES

INTRODUCTION

The information contained in this document applies to Heritage Grand's FirstService Residential-provided onsite staff (staff). It is being provided to communicate the Board's expectations of behavior and performance of staff individuals while on the job at Heritage Grand (HG). As will be seen throughout the document, onsite staff is employed to provide service to the residents and, with certain exceptions applying specifically to the staff manager, this should always be kept in mind.

STANDARDS OF CONDUCT

Per HG's Clubhouse Rules and Regulations, "All are expected to treat one another with courtesy and respect." This is the foundational staff expectation (regardless of whether one is receiving the same).

The Board concurs with the policies and procedures information/requirements as found in the FirstService Residential Texas Associate Handbook (V2.0, Jan. 2021). Staff should expect to find a pleasant work environment as described in the Handbook; if not, communications concerning the potential problem to the staff manager is expected.

HG governing documents violations will be dealt with by the Board in the exercise of its sole and absolute discretion. Staff involvement is limited to information sharing to the staff manager or implementation of Board-developed responses. Unnecessary or excessive involvement by staff may result in disciplinary action, including termination.

SPENDING ACTIVITIES

All routine commitments of HOA funds must be approved by the Board **prior** to the actual expenditure. (See the guideline for delegation of spending authority given by the Board.) Staff is expected to review that all expenditures are either Board-authorized or fall within clear Board delegation amounts. (Note that exceptions are made in "emergency" situations.)

CONFLICT OF INTEREST

Staff should expect that all expenditures they may be asked to assist with are done without any conflict of interest. If a conflict of interest is suspected by staff, that staff member is expected to submit the concern to staff management for forwarding to the Board.

HG GOVERNING DOCUMENTS

The Board is fiscally and legally responsible for following certain directives as delivered in the HOA's "governing documents."

The most senior of these documents is the Texas Legislature-approved Texas Property Code. Internal-to-HG documents include the Declaration of Covenants, Conditions, and Restrictions (Declaration, CCRs), By-Laws, and three Rules and Regulations (R&Rs) documents – (1) Association, (2) Clubhouse, (3) Architectural and Landscaping.

Staff is expected to assist homeowners in finding the more common interactions they routinely have with these documented requirements recognizing that homeowners are legally obligated to comply with them.

HG GUIDELINES

Documents classified as "guidelines" are a grouping of "routine" procedures currently being followed by the Board. Since they are routine (repetitive), staff is expected to know and share those procedures with homeowners so as to minimize unnecessary "how do we do this" questions with volunteer leadership.

Staff, however, is expected to identify repetitive issues not covered by guidelines or possibly inaccurately described in the guidelines by communicating "continuing improvement" suggestions to staff management for elevation to the Board.

Events are administered per the detailed process as presented in the "Activities Committee Guidelines," and staff are expected to provide the services as spelled out by that guideline.

"Internal Control" documents as presented by the Board shall be followed.

STAFF COMMUNICATIONS & TRAINING

Staff is expected to assist the Board in various communications:

- Routine communications will be emailed in a timely manner
- Special communications will be delivered per the presented plan

These communications are expected to be delivered in a cost-effective manner to the correct distribution list.

Staff is expected to serve as the “reminder service” for the specific homeowners involved in a particular activity.

Record keeping per Board-developed programs shall routinely be followed. This includes both filing of documents for easy retrieval and documenting of homeowner records as required.

Staff management will assist the Board in training of new volunteers concerning HG “systems.”

Staff management conducts the R&R compliance reviews and Board status update presentations.

Reports of accidents or injuries occurring on site (or report updates) are documented by staff and communicated to the Board.

FIRSTSERVICE RESIDENTIAL'S (FSR) BENEFITS ADMINISTRATION

FSR-defined holidays shall be recognized as HG holidays.

FSR-allocated vacation days shall be administered by staff management in a process where homeowner support coverage gaps are minimized. Advance request for vacation scheduling shall be the norm.

This guideline was ratified by a majority Board vote on 4/10/23.


Board Secretary