

Operations Committee Guidelines

9/8/2025

Purpose and Responsibilities

The Operations Committee is responsible for overseeing clubhouse décor, organizing spaces by room, and executing clubhouse projects to enhance functionality and aesthetics. The committee works in coordination with the General Manager, clubhouse staff, and the Board to ensure projects are completed efficiently and in alignment with community needs and budgetary constraints. Recommendations must be sent to the board for review and decision.

Committee Structure and Expectations

The committee is led by the Operations Committee Chairperson, who is responsible for:

- Leading committee discussions and ensuring alignment with the Board's priorities.
- Coordinating with the General Manager and clubhouse staff to facilitate project execution.
- Preparing and maintaining a yearly "wish list" of anticipated items and projects.
- Ensuring compliance with budget approval processes before purchases.
- Keep BOD Liaison informed on your committee discussions and recommendations.
- Prepare Operations committee report to present at BOD meetings.
- Maintain a list of operations committee members
- Prepare for your replacement by delegating responsibilities.
- Facilitate the monthly Operations meeting and approve monthly meeting minutes.

Volunteer members of the committee will:

- Assist in researching and recommending décor, furnishings, and organizational improvements.
- Provide input on clubhouse enhancements while considering the needs of the entire community.
- Support the execution of approved projects as needed.

P-Card and Purchase Approval Process

- The Operations Committee Chairperson will be assigned a Purchase Card (P-Card) with a set limit. The chairperson is required to follow the p-card expense process by submitting all receipts with the proper forms.
- Purchases up to **\$500** must be approved by the General Manager.
- Purchases exceeding **\$500** require Board of Directors approval.
- The Operations Committee Chair must present complete details for any request over \$300, including item descriptions, costs, vendor options, justification of need, and long-term maintenance considerations.

Vendor Validation Process

- All vendors must be approved prior to being utilized by HG. Our vetting process determines acceptable standing with respect to liability insurance coverage as well as legal (tax, legally organized) standing in the state of Texas.
- Successful vetting is required before payments can be made.
- The standard process for this review is through our management company's accounting team utilizing their FSR Vendor Review process. The process requires a few days to determine current listing within the system or maybe three weeks for a company to potentially be added to the system. Sometimes that time is spent, and the result is still unsuccessful. (Disappointingly it is not unusual to find otherwise acceptable vendors who have allowed their insurance to lapse.)

Underinsured Vendors

If a vendor does not meet the insurance requirements set by FSR, a waiver may be considered with Board approval. All waivers must first receive leadership approval from FSR before being drafted. Once prepared, the waiver will be presented to the Board for signature. After it is signed, the use of the waiver must be documented in the minutes of the next open meeting for the official record.

Annual Budget Planning & Wish List

By the end of **Q1 each year**, the Committee Chair will submit a **wish list** outlining anticipated purchases and projects for the year. This list should include:

- A detailed description of each proposed item or project.
- Cost estimates and potential vendors.
- Considerations for coordination with staff and contractors.
- Maintenance or upkeep requirements after purchase.

Collaboration and Execution

The Committee Chair will work closely with the **General Manager and clubhouse staff** to ensure seamless execution of approved projects including preparation of RFQ's (Request For Quotes). Coordination efforts should prioritize efficiency, adherence to community standards, and proper maintenance of all newly acquired items.

Donations to Heritage Grand

Donations offered to Heritage Grand are handled according to the Donations Acceptance Considerations Guideline ratified 2/12/24.

By following these guidelines, the Operations Committee will help maintain a well-organized, functional, and welcoming clubhouse for all residents.

This guideline was ratified by majority Board vote on 9/8/2025



Arlen Isham, Board Secretary