## CHAPTER ONE – GENERAL ADMINISTRATION

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Chapter One General Administration

ARTICLE 1
PERSONNEL POLICY

Section 1. The POA shall have a written personnel procedural manual administered and maintained by the General Manager that will provide employees with information regarding their employment with the POA.

Section 2. The procedures shall contain provisions intended to comply with all applicable federal and state law.

Section 3. The procedures shall define and describe personnel rules and regulations including pay treatment, fringe benefit administration and grievance and disciplinary procedures that are intended to be fair and equitable among all employees.

Section 4. The procedures shall be competitive in the marketplace to attract and retain employees.

Section 5. The procedures shall be within the POA's ability to fund in accordance with appropriate budget approvals by the Board of Directors.

Section 6. The written procedures can be amended by the General Manager in compliance with the above provisions.

Section 7. In order to provide equal employment opportunities to all individuals, employment decisions at HSV POA will be based on merit, qualifications and abilities. HSV POA does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, veteran status or any other characteristic protected by law.

Section 8. All hiring and changes in employee status will be approved by the General Manager. The General Manager will review all hiring/terminations of Department Directors with the Board of Directors prior to final action. Hiring of the General Manager will be the responsibility of the Board of Directors.

Adopted B.O.D. 2-21-01, Rev. 1-21-09, 5-16-12, 12-19-12
Chapter One General Administration

**ARTICLE 2**

**5 YEAR CAPITAL PLAN/OPERATING BUDGET POLICY**

The staff of the Hot Springs Village Property Owners’ Association will prepare a five-year capital project plan, an operating and capital expenditure budget and the fee schedule in which the operating budget is prepared.

The five year capital project plan is to be used for long-range planning and be used as a guide for capital expenditures, major maintenance and repairs in the formation of the annual operating and capital budget. This is a planning tool and requires input from staff, committees and the Board of Directors.

The operating and capital budget is a management tool to be used as direction for the budget year it represents. The budget along with the fee schedule is to be approved and adopted each year by the Board of Directors at the November Board meeting prior to the budget year.

Replaced Guidelines for the Development of the Three Year Financial Plan 2-25-87, 1-12-88, 1-20-88, 4-26-89, 2-6-02, 3-6-02, 3-20-02
Chapter One General Administration

ARTICLE 3

VEHICLE ASSIGNMENT & USE POLICY

SECTION 1. Association personnel required to travel each day in the performance of their job may use or be assigned a POA owned vehicle for business purposes only.

Personnel will be required to meet the requirements as outlined in the vehicle use procedures to drive a POA owned vehicle.

Personal use of any POA vehicle is not allowed, except for de minimus uses in connection with work related travel.

SECTION 2. Association vehicles or a car allowance may be assigned by the General Manager to an employee for transportation to and from his/her home, when such is a condition of employment or required by their job duties.

Personnel with assigned vehicles shall abide by appropriate Internal Revenue Service regulations/tax codes regarding income taxes for the benefits received for assigned company vehicles.

All Personnel who drive a POA vehicle, have an assigned vehicle or use their personal vehicle for business purposes must complete and sign a vehicle assignment/use procedure form and abide by all rules and requirements set forth.

SECTION 3. Personnel required to use their personal vehicle for business purposes will be reimbursed at the appropriate rate as set by the POA annual budget using the Internal Revenue Service mileage allowance as a guide.

Personnel will be required to meet the insurance requirements and rules as set forth in the vehicle use procedures.

Adopted 10-76 B.O.D., Rev. 6-21-89, 7-25-89, 1-25-95, 7-20-05
Chapter One General Administration

ARTICLE 4
REFUND POLICY

Refund of an annual fee (green fee, cart lease, fitness center or Coronado tennis).

A refund will be given in case of death, to be prorated monthly from the month after death and paid to the surviving spouse or estate.

A refund will be given in case of a significant medical disability for duration of fee year with the appropriate documentation from his/her physician, to be prorated monthly from the month after disability.

New volunteers and new employees are not subject to annual refunds.

Refunds must be requested in writing to the Director of the cost center or his/her assigns. Prorated refunds will not be considered for anything other than an annual fee listed above.

The following formula will be used to calculate refund.

The processing fee is $10

On March 15 a refund is requested on an annual fee of $750

$750 divided by 12 equals $62.50 times 9 full months remaining in the calendar year less $10 equals a refund of $552.50 plus any applicable sales taxes.

Annual fee divided by 12 months multiplied by number of full months to the end of the calendar year. A processing fee as set by the Board of Directors will be charged.

12-16-09
ARTICLE 5
PROPERTY OWNERS ASSOCIATION IDENTIFICATION CARDS

SECTION 1. GENERAL POLICY:

Identification cards for members, guests, visitors and others will be issued so as to facilitate entry into Hot Springs Village by those authorized to do so.

SECTION 2. DEFINITIONS:

A. Property Owner
Any person or entity owning property within Hot Springs Village.

B. “Property Owner in Good Standing”
Any Hot Springs Village property owner who is current in the payment of all assessments, service and use charges (no more than 60 days delinquent) and not under any suspension of privileges.

C. Member – A property owner identified on a recorded deed or on a “Privilege Designation Form” if the recorded deed contains two or more names or is in the name of a trust, corporation or company.

D. Assignee – Anyone who is not a member but assigned membership privileges on an “Assigned Privilege Designation Form”.

E. Membership Transfer Fee
An administrative service charge for any membership change from a recorded deed.

F. Assignment Fee
As administrative service charge for any assignment in membership privileges.

G. Deed in Trust, Corporation or Company Ownership deeds of POA Property
For the purpose of establishing a “membership household” for lots deeded in trust for amenity use, a trustee may request membership cards issued in the names of a trustee’s household by filling out the “lot in trust privileges” form. If a second trustee, not in the same household, is designated to receive a membership card then dependent cards are not allowed for any trustee.

SECTION 3. POA IDENTIFICATION CARD POLICIES:

A. Issued at the Property Owners Association administration office to all having authorization to enter the Village.

B. Two types will be issued, a photo, and a non-photo.

C. The issuance of all POA Identification Cards is contingent upon the Property Owner being in good standing.

D. No more than two membership cards are to be issued per lot or living unit.

E. Except where noted, the POA Identification Cards gives unlimited access to the Village to amenities and facilities owned and operated by the Property Owners’ Association at the published rate for the card classification.
F. Privilege Designations may not be changed more often than annually.

G. If two individuals, not in the same household, are designated to receive a membership card, dependent cards are not allowed for either.

SECTION 4. ASSIGNMENT OF PRIVILEGES:

A. The Member’s privileges of use of amenities and facilities is assignable. Such delegation of privileges is a matter between the Member and the Assignee. The POA shall not assist the Member in obtaining assignees, nor in the collection of fees and assessments after the initiation of the assignment. The Association will provide the necessary forms and guidelines to complete an assignment.

B. An “Assigned Privilege Designation Form” must be submitted along with an assignment fee charged by the Association for handling such assignments.

C. Assigned Privilege Designations may not be changed more often than annually.

D. The Member’s privilege of use of facilities (except ingress and egress to property) shall be suspended during the period of the assignment. An assignment shall be canceled by either party at any time upon proper notification to the Association.

SECTION 5. POA IDENTIFICATION CARD CLASSIFICATIONS:

A. Member - Issued to those persons who are identified on the recorded deed or on the Privilege Designation Form. Eligible for “Property Owner” rate.

B. Assignee – Issued to those persons who are identified on an “Assigned Privilege Designation Form”. Eligible for “Property Owner” rate.

C. Dependent - Issued to those persons who meet all of the following criteria:
   a. Are related by blood or by law to the Member/Assignee.
   b. Are provided living facilities by the Member/Owner.
   c. Are solely, or partially dependent on the Member/Assignee, and/or mentally, or physically disabled.
   d. Are accepted by the IRS as a dependent.

   Eligible for “Property Owner” rate.

D. Family - Issued, upon request of member, or assignee, to the following who are related by blood, or law:
   1. Sons and Daughters
   2. Sons-in-law and Daughters-in-law
   3. Parents
   4. Grandparents
   5. Grandchildren

   Eligible for “Family Member” rate.

E. Resident/Tenant

Residents who do not hold another classification of identification card are entitled to a Long Term Renter Card, provided that they are sponsored by a Member, or a bonafide rental agent. Eligible for “Guest” rate.

F. Temporary - Issued as an interim Membership Card until such time as a regular Membership Card is issued. This card is for a limited (dated) duration. To be issued to Los Lagos owners for utilization during their time-share allotment. Eligible for “Property Owner” rate.
G. Visitor/Guest - Issued to guests of members and individuals with a short-term rental arrangement. The name of the guest or visitor, the sponsoring party and an expiration date must appear on the card. The expiration date will not exceed the length of stay or term of lease and generally, should not exceed thirty days. Eligible for “Guest” rate.

H. Employee - Issued to persons employed by the P.O.A. Eligible for “Employee” Rates.

I. Volunteer - Issued to volunteers serving the P.O.A. Eligible for special rates.

J. Work - Issued to those persons who are working in the Village that are not residents nor Members. This identification card is only for access to the Village, and not for recreational uses.

SECTION 5. MANAGEMENT CONTROLS

A. A POA Identification Card must be shown to a P.O.A. employee on demand for the purpose of identification and/or access to P.O.A. amenities and facilities. Additional identification procedures may be initiated from time to time by management to facilitate control and equitable use of facilities.

B. Abuse of the visitor passes by any sponsoring party could result in the revocation of privileges. This card is not to be utilized in lieu of a work pass.

SECTION 6. AUTHORITY

The General Manager and staff are responsible for the development of a standard operating procedure (SOP) to insure the most effective and efficient implementation of the policy.

Chapter One General Administration

ARTICLE 6
AUDIT & FUNDS CONTROL

All cash and checks received are to be deposited promptly in the POA’s deposit bank accounts. POA facility managers are charged with the responsibility to assure cash is managed according to established procedures. The POA Treasurer is responsible for developing and issuing cash receipts reporting procedures for the POA.

The books of the Association shall be audited not less than annually by an independent firm of Certified Public Accountants.

The employment of such auditing firm shall be approved by the Board of Directors of the Association.

Internal auditing procedures shall be directed by the Treasurer of the Association to insure funds control and supplies and equipment inventories. Such procedures shall be maintained in accordance with generally accepted accounting standards and as recommended by the independent auditing firm employed by the Association.

Any irregularity revealed through audit procedures shall be reported immediately to the General Manager and Board of Directors for corrective action.

Adopted 10-76, B.O.D., Rev. 5-17-89, 7-22-98, 9-12-01, 10-17-01
ARTICLE 7
MANAGEMENT CONTROL

Section 1.  GENERAL

The affairs of the Association shall be managed by a seven (7) member Board of Directors selected by the membership.

Management authority for the affairs of the Association shall be delegated to the COO/General Manager hired by the Board for that purpose. The COO/General Manager shall operate within the framework of the policies, general procedures, and budgets approved by the Board.

Section 2.  BOARD OF DIRECTORS

After the term expirations of the initial Board, all members are elected by the Membership for three (3) year terms. Members of the Board receive no remuneration for service.

The Board shall exercise budgetary control of the Association funds and approve capital improvement programs for the development of the Village. The Board shall review and approve operational policies and procedures proposed by management.

The Board shall sit in public session once each month to review current operation of the Association, make decisions on member related requests not within the scope of established policy and consider budgetary changes.

The COO/General Manager is appointed by the Board and serves at the pleasure of the Board. Individual members of the Board shall not normally assume duties in the actual daily management of Association affairs, nor individually direct any activity specifically delegated to the COO/General Manager.

Section 3.  SENIOR EXECUTIVE OFFICER FOR MANAGEMENT

Management of the Association is delegated to the COO/General Manager who shall exercise full management authority over the daily affairs of the Association. The COO/General Manager, with concurrence of the Board, shall organize and employ personnel to effectively perform the functions of the Association, prepare the necessary budgets and establish controls.

Adopted 11-83, B.O.D., Reviewed 5-17-89, No change, Rev. 04-15-15
CHAPTER 1, ARTICLE 8
DEBT USAGE AND MANAGEMENT

This policy serves as the Hot Springs Village Property Owners’ Association (HSVPOA) guiding philosophy for analyzing and using debt to ensure adequate funding from which to fulfil its obligations to current and future property owners. As such, it should be periodically reviewed and updated to reflect current market options, best practices, business needs, and regional or national benchmarks.

I. AUTHORITY
As directed in the Declaration and Bylaws, the HSVPOA Board of Directors retains authority to approve debt usage.

The following guidelines shall be used by management to bring forward recommendations, and likewise by the Board, for scrutinizing the debt arrangements.

II. PURPOSES FOR WHICH DEBT MAY BE USED
a. Short term debt such as credit cards, lines of credit, or vehicle and equipment leasing programs may be considered to smooth operational cash flow.
   i. Leasing programs may only be considered for equipment and vehicles required for routine operations when traditional bank financing options are less favorable. Safety, reliability, and total cost of ownership will guide such decisions.
   ii. Credit card balances must be paid in full each month or their usage suspended.

b. Long term debt should be considered when constructing or improving fixed assets and not to support operating expenses.

III. DEBT LIMITS & COLLATERAL
a. When analyzing HSVPOA’s long term debt capacity, the viability ratio shall be calculated. The viability ratio equals (=) expendable net assets divided (/) by total long term debt. Expendable net assets equals (=) total assets minus (-) total liabilities minus (-) net property, plant, and equipment plus (+) long term debt. This ratio is used to determine whether sufficient assets exist to cover debt and should not fall below 1.1X.

b. When considering whether HSVPOA can afford to pay debt service from current operational cash, the debt service coverage ratio (DSCR) shall be calculated. The DSCR equals (=) 3 year average net operating income before depreciation divided by (/) total current debt service for one year. This calculation is meant to represent current results, using established or known data. It should be carefully studied and scrutinized to ensure the best course of action is taken before choosing a long term debt arrangement. When significant shifts in net income or additional debt service is readily known, both a current result and a projected calculation should be considered. HSV will strive for a DSCR of 1.25 or higher, but will not fall below 1.1.

c. Both revenues and assets may be used for collateral, as follows:
   i. Assessments, water, and sanitation fees may be pledged. The total pledged amount shall not exceed 25% of the current year’s budgeted or projected revenues, whichever is less. When calculating available assessment revenue, it shall be net of the allowance for doubtful accounts.
   ii. Although revenues are the preferred collateral, assets may be used as collateral when required by the institution or more favorable terms are granted, as a result.

IV. DEBT STRUCTURING
a. HSVPOA recognizes there are many financing and funding sources available, each with specific benefits, risks, and costs. Bonds, notes, mortgages, and other customarily used
financial instruments may be considered, with the most appropriate instrument chosen for
the project goals. Cost and benefits have various meanings in debt. Therefore, the goals
of a particular debt arrangement shall be clearly understood; i.e. 1) to fund construction
while minimizing monthly debt service, 2) to fund construction while expediting
repayment, 3) to refund bonds in order to take advantage of favorable net present value
savings; 4) other business needs
b. Bonds may be issued under public or private offerings.
c. Refinancing or refunding without additional debt issuance may be considered for
economic or legal reasons. In the case of economic reasons, the associated fees should be
less than the interest saved, without extending the maturity date, unless sufficient
evidence supports economic benefits received by extending maturity.
d. When refinancing or refunding includes additional debt issuance for new projects, or
when new standalone debt is considered, the overall project goals shall drive the meaning
for and decisions surrounding cost and benefits.
e. The repayment of principle shall be setup such that interest expense is minimized.
f. The repayment period shall be as short as economically feasible and, at a minimum,
correlate to the asset’s useful life.
g. Payoff terms shall be scrutinized to determine cost and benefit of either allowing or not
allowing principle to be repaid early.
h. Impacts to the organization’s credit rating must be considered for the purpose of
maintaining or improving HSVPOA’s credit rating and, when prudent, using credit
enhancements.
V. SERVICE PROVIDER SELECTION
a. Either competitive sourcing or direct negotiation with known local or regional industry
leaders may be used to identify the appropriate debt solution. Depending upon the
instrument chosen, various service providers may comprise associated fees, such as
attorneys, underwriters, trustees, investors, CPAs, financial advisors, and other
professionals or experts.
b. Professionals chosen by direct negotiation and internal research shall be subject to
competitive sourcing every 3-5 years to ensure the organization continues receiving the
highest level of service, most qualified professionals, and competitive pricing.
VI. COMMUNICATION AND COMPLIANCE
a. Debt recommendations will be made in a public forum with the appropriate external
professional presenting and answering questions. Afterwards, summary information to
include provider credentials, total fees, interest rates, and repayment terms will be posted
on the HSVPOA website. Full details will be provided confidentially to the Board prior
to the meeting and may be reviewed afterwards by members in good standing in
accordance with the Declaration and Bylaws.
b. Although the Declaration grants the Board ultimate authority for debt approval, keeping
property owners apprised on matters impacting the organization’s overall net worth is
important. Therefore, a member comment period between recommendation and Board
approval will occur, with the length between the two determined by market conditions
and urgency of need.
c. A local or regional legal firm possessing industry leading experience in the debt
instrument under consideration shall be engaged to develop related documents and guide
the organization on related laws governing its issuance and future management.
d. Arbitrage and other financial analysis or audit requirements will be performed by the
audit firm engaged at the time of such requirement, as prescribed by Article 6 of the
General Administration policies.
Sources Used or Cited

City of Texarkana Bond Refunding Underwriting Proposal & Resolution. (2015, June 1). Retrieved December 2015, from City of Texarkana Board Reports
and


BOD 07/18/07; 01/20/16
ARTICLE 9
CONTRACTS EXECUTION POLICY

The Association shall, on occasion, have cause to enter into contract agreements for services and the performance of work.

The authority to execute contracts and/or agreements shall be vested only by the officers of the Association.

Any and all contracts and/or agreements obligating the Association to an expenditure of over $30,000 must be approved by the Board of Directors.

Chapter One General Administration

ARTICLE 10
BUILDING RESERVE FUND

POLICY: To maintain a reserve fund of sufficient value to be used for needed repair, maintenance and replacement of major fixed assets when operating cash funds are not available.

Purpose of Replacement Reserve Fund:

1. One of the primary duties of the Board of Directors is to maintain and preserve the property values of the property owners and common property. A replacement reserve fund is one way this is carried out.

2. A reserve fund and periodic reserve studies are required by the American Institute of Certified Public Accountants (AICPA) under their guidelines issued in 1991 for Common Interest Realty Associations. By having reserve funds we enhance resale value of our member’s property; it provides planned replacement and repair of major common items allowing for the aesthetic qualities of the Village to be maintained; minimizes the need for special assessments; distributes the contributions of repairs and replacements over old and new owners; and it fulfills the requirements of the AICPA for an unqualified audit opinion.

LIMITS: The HSVPOA fund shall be maintained at $300,000.00. Initial funding will be through yearly contributions to the fund from operations at a rate set by the annual budget. The maintained amount shall be adjusted, as needed, after each reserve study and HSVPOA Board of Directors approves the adjustment.

FUND EARNINGS: Interest income on the Replacement Reserve Fund will be deposited to the operating checking account of the POA.

8-11-99, 8-25-99 B.O.D., Rev. 11-19-03
ARTICLE 11

DELINQUENT ASSESSMENT/BAD DEBT WRITE-OFF POLICY

Purpose:

Action to be taken when assessments become delinquent.

Delinquent Assessment Policy:

A. Under the direction of the HSVPOA Chief Financial Officer (CFO), all assessment accounts become delinquent on the 15th day of the month and will be placed on the delinquent list with written notifications, penalties, and collection procedures enacted. As per the Declaration, assessments are due on the first day of each month. This 15 day window is merely a reprieve from delinquency communications and is not intended to circumvent the assessment due date or counting of days for collection actions.

B. On the last day of the month due, balances shall incur the Board approved late payment penalty which will be charged each subsequent month of delinquency.

C. On the 61st day from the billing date, the property is no longer in good standing and subject to the suspension of privileges as described in the Declaration and Bylaws.

D. On the 120th day, the property will be subject to third-party collection action, which may include credit bureau reporting, foreclosure proceedings, and any other legal recourse available to HSVPOA.

E. As provided in Article X, Section 7 of the Declaration, beginning with the second year of assessments, monthly assessment payments that are more than 45 days outstanding will be subject to the following payment stipulation: “In the event of default as to a monthly payment, and if the default is not remedied within 30 days, the Association shall have the option of declaring the assessment for the entire year due and payable.” If this action is taken, “the assessment shall bear interest from the date of delinquency at the rate of 6% per annum, and the Association may foreclose the lien against said property, or may bring an action at law against the individual(s) or entity personally obligated to pay the same”.

F. To avoid repeat delinquencies, the POA will not sell any POA owned lots to property owners that are not in good standing as defined in Article XIV, Section 1 of the Declaration.

G. Penalties on delinquent assessments will be established by the Board of Directors of the Hot Springs Village Property Owners’ Association.

H. The POA staff, under the guidance of the CFO, has the authority to adjust down any penalty charges in its efforts to collect delinquent accounts or to facilitate the sale of property in inventory.

Bad Debt Write-Off

A. In accordance with accrual accounting, a provision for bad debt shall be included as a separate line in the approved annual budget. It shall be calculated and recorded monthly as 100% of all balances that are more than 365 days outstanding.
B. The CFO shall prepare and review an aged trial balance of accounts receivable monthly and provide summary balances during the monthly financial presentation to the Board.

C. The CFO will evaluate delinquent accounts each June and December to identify and write off all balances outstanding more than 365 days. The write-off is for internal accounting purposes only and is not considered a forgiveness of debt. Rather, it shall remain an obligation on the property, unless otherwise adjusted by POA staff.

The bad debt write-off will only occur after all measures of debt collection have been exhausted, such as in-house and outside third-party collections.

Adopted B.O.D. 2-21-01, 8-5-09, 1-18-12, 10-15-14
Press Releases

All press releases or news articles relating to the Property Owners Association intended for dissemination to the members or general public must be approved by the COO/General Manager or his/her designee. This does not extend to advertisements generated by departments of the Association or articles written by the Board of Directors.

POA Advocate and Special Communications

The *POA Advocate* and special communications provided members of the Association will be approved by the COO/General Manager or his/her designee prior to their printing and distribution except articles written by the Board of Directors. Advertising is allowed in the POA Advocate.

Adopted 10-76, B.O.D.
Rev. 5-17-89, 6-21-89, 1-26-00, 04-15-15
ARTICLE 13
MASS EMAIL POLICY

Purpose: This policy reflects the Hot Springs Village Property Owners’ Association decision to use email as a form of communication with property owners and residents of Hot Springs Village.

To facilitate electronic communication among property owners and residents, the Hot Springs Village Property Owners Association offers electronic mailing list services to all property owners, residents and any other recognized group which are issued unique ID numbers.

Mass emails are electronic mailings in which the message is sent to members of various groups. Those property owners wishing to receive information must enter their email address and subscribe to receive the information/email alerts.

Email messages are limited to official POA communications and must be approved by the COO/General Manager or his/her designee before any messages are sent.

Mass email will only be used for items related to Hot Springs Village POA. Mass emails will not be used for political statements, expressions of personal opinion, personal business, unauthorized fundraising or solicitation or commercial promotions.

Adopted 1-21-09 B.O.D., Rev. 04-15-15
Chapter One General Administration

ARTICLE 14
RECORDS AVAILABILITY

The records of the Association shall be available for public inspection by any member of the Association. All meetings of Association agencies shall be open to the public. However, all Association agencies reserve the right to close any meeting when desirable.

Certain records of the Association, such as membership name and address listings, membership payment records, etc. shall not be distributed to any person without the written consent of such members. Likewise, members will not be permitted to copy such records for removal from the Association office.

All personal information, relative to a member, in the possession of the Association shall be held confidential to that member and will not be made available for general public scrutiny.

Upon proper identification, all federal, state or local agencies authorized by law shall have access to the Association records without protest.

Adopted 10-76, B.O.D., Amended 11-76
ARTICLE 15
RULES VIOLATION AND/OR ABUSE OF PROPERTY

SECTION 1. GENERAL
All rules, regulations and procedures for the operation of all Association facilities shall be duly enacted to ensure equitable use by all members, guests and visitors to maintain acceptable standards of operation.

It is the responsibility of all Association employees to prevent abuse of Association property and to help ensure that all members, guests and visitors abide by all Association rules and regulations. Members are responsible for the actions of their guests and visitors.

SECTION 2. RULES VIOLATIONS
Observation by an employee of a rule violation shall be called to the attention of the offending party by the employee or his/her immediate supervisor along with an explanation of the correct procedure. Such contact with a member, guest or visitor must be conducted in a courteous, firm and reasonable manner.

In the event the member, guest or visitor refuses to accept direction and explanation of rule violations, the observing employee will advise the member, guest or visitor that such violation will be referred to his or her immediate supervisor.

The employee’s supervisor, after being advised of the violation, shall attempt to obtain compliance of the member, guest or visitor. Failure to secure cooperation of the member, guest or visitor shall be sufficient cause to direct the party to leave the facility. The supervisor will, as soon as possible, advise the General Manager of such incident and also prepare a written report.

SECTION 3. ABUSE OF PROPERTY
An employee observing physical abuse of Association property shall immediately request cessation of such action. Failure to secure cooperation from the offending party shall be pursued in the same manner as rule violations except that expediency is much more critical where destruction or damage to property is involved.

SECTION 4. OBTAINING COMPLIANCE
An employee shall not attempt to secure compliance by physical force. Neither shall the employee submit to verbal or physical abuse. Should such action appear imminent, the employee or supervisor should leave the area immediately and refer the matter to the Security Supervisor for further action.

Threats of violence or retribution against the Association shall be pursued with all diligence as provided by law. Personal threats against individuals resulting from their performance in carrying out their Association responsibilities should immediately be reported to Security and Management for a determination of appropriate action.

Repeated violations shall be reported in writing to the General Manager. Repetitive violations shall be sufficient cause for referral to the Board of Directors with a recommendation for suspension of privileges.

Any incident or violation involving threats or violence shall be referred to the General Manager at the earliest possible moment after security personnel are notified. All employees (except Security Officers) shall abstain from further contact upon arrival of the Security officer at the scene. A copy of the security incident report shall be furnished to the General Manager upon completion.

SECTION 5. PENALTIES
Violations referred to the Board of Directors shall be considered for suspension of membership privileges, denial of access (non-members, contractors, employees) or other action.

Notice of such presentation to the Board shall be issued to the violator in writing by certified mail, return receipt requested, 10 days prior to the scheduled Board meeting. Penalty action procedures, except suspension of membership privileges, may be designated to management at the discretion of the Board.
Authority to assess penalties provided in Article VIII, Section (c) of the Declaration and Article III of the Association Bylaws.

Adopted 10-76, B.O.D., Amended 11-76, 4-25-90
Chapter One General Administration

ARTICLE 16
CONDUCT

All members, members’ guests, and visitors are expected and required to conduct themselves in a reasonable, lawful and courteous manner at all times. Conduct contrary to this requirement will subject the person(s) to punishment by suspension of privileges in accordance with Article VIII, Section 3(C) of the Declaration and Protective Covenants and Article III of the Association Bylaws.

The requirement shall apply to all household persons of such members or guests.

MIS-USE MEMBERSHIP AND GATE CARDS

Membership cards and cards issued for the operation of the electric entrance gates are for use only by the person to whom the card is issued.

Misuse of a membership card or a gate card is in violation of Article VIII, Section (c and f) of the Declaration. Violators are subject to possible suspension for a period not to exceed thirty (30) days under Article III of the Bylaws.

The use of electronic gate cards that are attached to a lot that is more than ninety days delinquent will be suspended. When the assessment account returns to good standing the electronic gate cards will be instated.

Adopted 3-23-83, B.O.D., Amended 5-17-89, 4-25-90, 6-17-09
ARTICLE 17
INFORMATION SYSTEM POLICY

SECTION 1. PURPOSE: To safeguard the POA’s Information System against loss, damage, misuse and system failure. This policy also includes all forms of POA owned electronic communications including, but not limited to, electronic mail, internet services, voice mail and fax messages that are sent and/or received.

SECTION 2. The Data Processing Department is responsible for insuring proper handling of its files and software.

SECTION 3. PERSONAL COMPUTER SYSTEMS
The departmental users are responsible for the proper backup of their Personal Computer system.

SECTION 4. RETENTION SCHEDULE AND PERIOD: The following retention schedule is for all computer records and/or paper records.

<table>
<thead>
<tr>
<th>Retention Type</th>
<th>Retention Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual audited financial statements</td>
<td>Permanent</td>
</tr>
<tr>
<td>General ledger and supporting journals</td>
<td>Permanent</td>
</tr>
<tr>
<td>Federal Tax Returns</td>
<td>Permanent</td>
</tr>
<tr>
<td>Corporate Documents, Minutes, By-laws,</td>
<td>Permanent</td>
</tr>
<tr>
<td>Incorporation Papers</td>
<td>Permanent</td>
</tr>
<tr>
<td>Contracts (after expiration)</td>
<td>6 years</td>
</tr>
<tr>
<td>Utility Billing Data</td>
<td>6 years</td>
</tr>
<tr>
<td>ERISA Reports</td>
<td>6 years</td>
</tr>
<tr>
<td>Payroll Records</td>
<td>5 years</td>
</tr>
<tr>
<td>OSHA Records</td>
<td>5 years</td>
</tr>
<tr>
<td>Employee Personnel Files</td>
<td>5 Years (after termination)</td>
</tr>
<tr>
<td>Employee Earning Records</td>
<td>5 years</td>
</tr>
<tr>
<td>Employee related documentation</td>
<td>5 years (after (forms W-2 and W-4, etc.) termination)</td>
</tr>
<tr>
<td>Medical &amp; Psychological Records</td>
<td>5 years (after termination)</td>
</tr>
<tr>
<td>Canceled Checks</td>
<td>3 Years</td>
</tr>
<tr>
<td>Bank Deposit Slips/Reconciliation</td>
<td>3 Years</td>
</tr>
<tr>
<td>Daily Sales Records</td>
<td>3 Years</td>
</tr>
<tr>
<td>Expenses &amp; Cost Acct. Reports</td>
<td>3 Years</td>
</tr>
<tr>
<td>Inventory Records</td>
<td>3 Years</td>
</tr>
<tr>
<td>Paid Vendor Invoices</td>
<td>3 Years</td>
</tr>
<tr>
<td>Auto Mileage Log</td>
<td>3 Years</td>
</tr>
<tr>
<td>Wage Rate Tables</td>
<td>2 Years</td>
</tr>
<tr>
<td>Time Sheets</td>
<td>2 Years</td>
</tr>
<tr>
<td>Vacation/Sick Time Reports</td>
<td>2 Years</td>
</tr>
<tr>
<td>Employment Application</td>
<td>1 Year</td>
</tr>
<tr>
<td>Sales Receipts/Reports</td>
<td>1 Month</td>
</tr>
</tbody>
</table>

SECTION 5. COMPUTER AND TELECOMMUNICATIONS USER RESPONSIBILITIES/RULES
Computers, fax machines and telephones provide access to resources on and off POA premises, as well as the ability to communicate with other users. Such open access is a privilege, and requires that individual users act responsibly. Users must respect the rights of other users, respect the integrity of the systems and related physical resources, and observe all laws, regulations and contractual obligations.

Users will protect the confidentiality and privacy of computer data, including personnel information, individual property owner financial information and any other information protected by applicable law. All electronic communications transmitted, received and stored are the property of the POA, as allowed by applicable law.

The POA may access user systems as appropriate and necessary to protect the integrity of the systems. The POA may access or examine files or accounts that are suspected of unauthorized use or misuse, or that have been corrupted or damaged.
Examples of misuse include, but are not limited to, the activities in the following list.

1. Using a computer account that you are not authorized to use.
2. Breaking into other user accounts: for example, using password-guessing or other password-stealing programs.
3. Using the P.O.A.’s Network to gain unauthorized access to any computer systems.
4. Knowingly performing an act which will interfere with the normal operation of computers, terminals, peripherals, or networks.
5. Knowingly running or installing on any computer system or network, or giving to another user, a program intended to damage or to place excessive load on a computer system or network. This includes but is not limited to programs known as computer viruses.
6. Attempting to circumvent data protection schemes or uncover security loopholes.
7. Violating terms of applicable software licensing agreements or copyright laws.
8. Deliberately wasting computing and other information resources.
9. Deliberately crashing the system.
10. Using electronic, voice or fax mail to slander or harass others.
11. Forging electronic mail from other users.
12. Masking the identity of an account or machine.
13. Posting on electronic bulletin boards materials that violate existing laws.
14. Unauthorized monitoring or tampering with another user’s electronic communications, or reading, copying, changing, or deleting another user’s files or software without the explicit approval of the Data Processing Department, within the limits of applicable laws.
15. Use of information systems for illegal purposes is prohibited.
16. No unauthorized person shall connect, disconnect, tamper with or make changes to any physical components of a P.O.A. computer system or computer network unless the Data Processing Department has granted permission, within the limits of applicable law.
17. Theft of telephone or communication services or telephone I.D. numbers to gain unauthorized access to telephone services is prohibited.

Adopted 7-28-82, Amended 10-22-97, 9-12-01, 10-17-01
ARTICLE 18
CLAIMS AND LITIGATION POLICY

Claims Control

The Association, through its daily operations, is subject to claims being filed against it which exposes the Association to a direct liability or a liability against its insurance. The Association also files claims against outside parties which monetarily favors the Association. The Assistant General Manager is assigned the responsibility to manage and control the disposition of claims. All claims by the POA against others that require legal action must be approved by the COO/General Manager and reported to the Board of Directors.

This Claims Control Policy offers the Association a central file of all claims and the responsibility of one person to see that all claims are properly executed to a conclusion. This responsibility is part of the administrative function of the Association’s Administrative Department.

Delinquent Assessments

All legal action necessary to pursue the collection of assessments is to be administered by the Chief Financial Officer under the provisions of applicable federal and state law, the Declaration and policies of the Board of Directors.

Enforcement of Protective Covenants and Policies

Any legal action required to pursue the enforcement of the protective covenants and policies of the POA must receive the prior approval of the Board of Directors.

5-15-89, 9-12-01, 10-17-01, 6-11-03, Approved 7-16-03 BOD, Rev. 04-15-15
ARTICLE 19
PURCHASING POLICY

SECTION I. PURPOSE

The purpose of this policy is to obtain maximum value when acquiring materials and services for the benefit of the HSV Property Owners Association (POA). This policy shall extend to all levels of procurement activity. The COO/General Manager or his designated staff are herein referred to as the purchasing authority (P.A.), as determined by commitment authority levels.

SECTION II. DELEGATION OF AUTHORITY

The board of directors shall delegate the total purchasing responsibility to the COO/General Manager. The COO/General Manager shall extend subordinate authority to staff as defined in established procedures.

Commitment Authority of Approved Budgetary Spending
1. COO up to $50,000
2. CFO & AGM up to $25,000
3. Department - Director up to $10,000
4. Division Head, up to $5,000
5. The board of directors shall approve all expenditures over $50,000

SECTION III. CONTRACTS

Board approval of the annual budget is not to be presumed as sufficient authorization for the COO/General Manager or staff to enter into contractual agreements obligating the POA beyond this policy. Advance notice of contract awards over $50,000 is prohibited until approved by the board of directors and related purchasing procedures have been completed.

SECTION IV. PROJECT APPROVAL

Projects, unlike general ongoing maintenance efforts, shall be defined as repurposing or procuring buildings, amenities, or other infrastructure and capital.

The COO/General Manager (or CFO or AGM as designee) shall approve all expenditures over $50,000 that have been authorized within a board approved project. At any time that project costs are projected to exceed the original project authorization, such increase must be presented to the Board for approval within 30 days.

SECTION V. EXCEPTIONS

The following expenditures are exceptions to this policy: utilities, taxes, insurance premiums, or legal fees incurred to enforce current policies or to pursue board approved litigation. The COO has authority to re-direct line item spending up to the COO’s commitment authority, as deemed appropriate for accomplishing the Enterprise Goals and without perpetuating infrastructure neglect. The Board retains approval authority for spending in excess of the approved total annual budget.

Adopted BOD 1-15-14; 12-16-15
Chapter One General Administration

ARTICLE 20
INVESTMENT POLICY
HOT SPRINGS VILLAGE
PROPERTY OWNERS’ ASSOCIATION

Objectives:

I. Ensure safety of funds.
II. Maintain adequate liquidity for operation.
III. Maximize income from investable funds subject to I. and II. above.

IV. Safety of Funds
   A. The Research and Special Projects Committee shall review as needed, a list of security types deemed suitable for investment of association funds. The list is set forth in Addendum B.
   B. The general factors to be considered in approving a bank are listed in Addendum B where Funds deposited in any one institution which exceeds U.S. guaranties should be secured by that institution.

V. Liquidity
   Treasurer shall make estimates of operational funds required for current operations and use short to medium term investments of non-current operational funds until needed.

VI. Maximize Income
   A. Treasurer shall determine investable funds and maturities required to obtain most favorable yield on parked funds.
   B. Reserve funds and restricted funds for projects in excess of one year hence where suitable should be funded in maturities up to the time the cash is required.

Adopted 1-10-91, Amended 4-24-91, 7-1-96, 5-1-97, 5-28-97, 10-27-99, 9-12-01, 10-17-01, 4-23-04, 5-19-04
ARTICLE 20
INVESTMENT POLICY

ADDENDUM A
AS OF
5-28-97, Rev. 10-27-99

1. Treasury Bills
2. Approved agencies of U.S.A.
3. C.D.’s in approved banks.
4. C.D.’s in any financial institution which do not exceed amount of U.S. guarantee.
5. Bank money management funds in approved banks.
6. Brokerage management funds to 95% of the guaranteed limit or to limit of approved securities pledged to security safety of P.O.A. funds.
7. Repurchase agreements.
8. Investments or deposits with any financial institution to the extent same are secured by U.S. Government Securities.
9. Any approved government securities portfolio which is secured by the customary U.S. Government type insurance.
10. Al or P1 commercial paper with amount limited to 50% of idle operating funds and for no longer than a term of 60 days.

ARTICLE 20
INVESTMENT POLICY

ADDENDUM B
AS OF
5-28-97

Banks should have a minimum capital/asset ratio of 6 – 1, should have been profitable 3 of the last 4 quarters and profitable for the prior 12 months period. Factors such as non-performing loans and ratios of 1) loans to deposits, 2) types of deposits to total deposits, 3) types of loans to types of deposits and GAP analysis, etc. should also be considered.

In addition, if rated, the approved banks or their holding company should have a satisfactory rating from a recognized rating agenda.
ARTICLE 21
SAFETY POLICY

SECTION 1. The health and safety of employees, guests, and property owners on P.O.A. property are of the utmost concern. It is the policy of the P.O.A. to strive for the highest level of safety in all activities and operations. The P.O.A. is committed to comply with all health and safety laws applicable to our business. Employees will help ensure that public and work areas are free of hazardous conditions.

SECTION 2. The P.O.A. will make every effort to provide the safest possible working conditions that are in compliance with industry standards, federal and state laws. Employees are expected to be equally conscientious about workplace safety. This includes proper work methods, reporting potential hazards and alleviating known hazards. The P.O.A. provides to its employees’ required and appropriate personal protective equipment relative to their job.

SECTION 3. The P.O.A. shall have a written safety procedural manual administered and maintained by the General Manager. The procedures shall contain provisions intended to comply with all applicable federal and state laws.

9-14-01, 10-17-01
ARTICLE 22
CAPITAL INVESTMENT RESERVE FUND

POLICY: To maintain and fund a reserve fund for the purpose of future funding of new asset construction or renovation.

Purpose of the Capital Investment Reserve Fund:

One of the objectives of the Board of Directors is to maintain the property values of Hot Springs Village. Planning new and improved assets are a must to maintain amenity utilization levels along with the demands of future growth. The Capital Investment Reserve Fund is needed to underwrite the cost of future asset expansions keeping the need for outside financing to a minimum.

LIMITS: The Capital Investment Reserve Fund will be funded by direction of the Board of Directors through annual budget approvals and/or through separate Board action. There is no maximum or minimum set for this fund and the balance should be reviewed annually during the budget process and should be driven by an extended capital improvement plan.

Any earnings of the fund balances will be deposited in the general checking account of Hot Springs Village POA and treated as operating income.

INVESTMENT POLICY

ADDENDUM A AS OF 5-28-97, Rev. 10-27-99

1. Treasury Bills
2. Approved agencies of U.S.A.
3. C.D.’s in approved banks.
4. C.D.’s in any financial institution which do not exceed amount of U.S. guarantee.
5. Bank money management funds in approved banks.
6. Brokerage management funds to 95% of the guaranteed limit or to limit of approved securities pledged to security safety of P.O.A. Funds.
7. Repurchase agreements.
8. Investments or deposits with any financial institution to the extent same are secured by U.S. Government type insurance.
9. Any approved government securities portfolio which is secured by the customary U.S. Government type insurance.
10. Al or P1 commercial paper with amount limited to 50% of idle operating funds and for no longer than a term of 60 days.
ARTICLE 23
ENFORCEMENT OF THE DECLARATION/PROTECTIVE COVENANTS/POLICIES

SECTION 1. PURPOSE
The intent of this policy is to help ensure that conditions violating the Declaration, Protective Covenants and Policies of the Hot Springs Village Property Owners’ Association are dealt with in a timely manner and that corrective actions are taken. It is also the intent of this policy that violators of the Declaration, Protective Covenants and Policies are provided an adequate due process that includes the specifics of the violation, reasonable deadlines and information on the consequences for not complying.

SECTION 2. ENFORCEMENT PROVISIONS
It is the intent of the POA to use all available legal remedies at its disposal to seek correction of violations. Such remedies include, but are not limited, to the following:

A. Suspension of enjoyment rights as authorized under Article 8, Section 3(c) of the Declaration. Suspension of enjoyment rights shall include the prohibited use of all amenities controlled through the Hot Springs Village Property Owners’ Association membership card including access at electronic gates.

B. The correction of violations at the initial expense of the Property Owners’ Association, with the cost billed to the responsible party and, if unpaid, a lien filed against the property as authorized under Article XII, Section 1 and 2 of the Declaration.

C. Any legal recourse, including litigation, as authorized under Section 30. of the Protective Covenants.

SECTION 3. IMPLEMENTATION AUTHORITY
The performance of work to correct a violation by or through the POA estimated to cost less than $1,000 requires the approval of the General Manager. Suspension of enjoyment rights, litigation and the performance of work by or through the POA to correct a violation in excess of $1,000 requires Board approval.

SECTION 4. ADMINISTRATIVE FEE
The actual costs incurred plus an appropriate administrative fee established by the Board in each year’s annual fee schedule will be billed to the responsible party for all compliance actions requiring the POA to initially expend funds to satisfy the correction of a violation.

SECTION 5. CONFLICT RESOLUTION THROUGH MEDIATION
The POA suggests the use of a voluntary, experienced mediator for conflicts between HSV property owners that are not the responsibility of the Architectural Control Committee, POA or standing POA advisory committee. This suggestion is made in an attempt to resolve conflicts fairly and timely and promote harmony among HSV citizens.

SECTION 6. POLICY COMPLIANCE
Procedures will be developed and maintained in order to comply with and guide enforcement staff in the execution of the above policies.

Adopted 2-18-04, 3-15-06
ARTICLE 24
HOT SPRINGS VILLAGE POA BOARD OF DIRECTORS OPEN MEETING POLICY

A. Except as otherwise specifically provided herein, all meetings of the Hot Springs Village POA Board of Directors shall be public meetings.

B. (1) The time and place of each regular meeting shall be published in advance in a generally accepted manner and furnished to anyone who requests the information.

   (2) In the event of emergency or special meetings, the Secretary shall notify the public and media in a generally accepted manner of the time, place, and date of the meeting. Notification shall normally be made at least two hours before the meeting takes place in order that the public and media may have representatives at the meeting.

C. Executive sessions will be permitted only for the following purposes:

   (1) Discussions regarding employment, appointment, promotion, demotion, disciplining, or resignation of the General Manager, or other confidential personnel matters.

   (2) Discussions regarding legal matters.

   (3) Deliberations regarding the purchase, lease, exchange or value of real property.

   (4) Deliberations regarding a prospective gift to the POA.

   (5) Deliberations regarding security issues.

   (6) Deliberations regarding economic development negotiations.

   (7) Discussions of confidential matters.

D. Only persons invited by the Board may be present at the executive session.

E. Executive sessions must never be called for the purpose of defeating the reason or the spirit of this policy.

F. Except for personnel matters, no resolution, contract, or motion considered or arrived at in executive session will be binding until, at a future time following the executive session, the Board reconvenes in public session and votes on the resolution, contract or motion.

Adopted 7-18-12
ARTICLE 25
BUDGET AMENDMENT POLICY

Purpose

To provide a process for making amendments to the Hot Springs Village POA's adopted annual Budget.

Scope

This policy applies to all departments having funds appropriated in the annual budget.

Budgetary Control

Budgets are controlled at the department level. Any amendments that increase or decrease departmental budgets must follow established procedures.

Amendments to the original budget may occur throughout the year for a variety of reasons. There are two types of Budget Amendments permitted under this policy:

1. No Impact to the bottom line- intra and interdepartmental adjustments submitted and approved by the General Manager (GM)/Chief Financial Officer(CFO).
2. Bottom Line Impact – Any increase or decrease of revenue or expenditures that impact the overall budget bottom line requires Board of Directors approval.

The Chief Financial Officer manages the budget amendment process, monitors expenses and revenues, adjusts budgets as permitted under this policy, and prepares reports for the General Manager. All amendments will be reflected in monthly financial reports.

Adopted BOD 1-15-14
ARTICLE 26

HOT SPRINGS VILLAGE POA COMMITTEE OPEN MEETING POLICY

A. Except as otherwise specifically provided herein, all meetings of Hot Springs Village POA committees shall be public meetings.

B. The time and place of each regular meeting of a committee shall be published in advance in a generally accepted manner and furnished to anyone who requests the information. If it is necessary to change the date, time or location of a meeting, the committee chairperson shall notify the POA staff and request appropriate public notification. Public notification shall normally be made at least two hours before the meeting takes place.

C. Subcommittees or individual members of committees may conduct business at times that are not announced to the public, providing that all work done by the subcommittees or individual members is reported to the full committee in a public meeting.

D. Executive sessions will be permitted only under the following circumstances:

1. For the Appeals Committee and Audit Committee under the circumstances specified in their charters.

2. When specifically authorized in advance by the COO/General Manager, Assistant General Manager for staff committees or POA Board of Directors President for Board committees. Examples of situations which may justify an executive session are:

   a. Legal matters.
   b. The purchase, lease, exchange or value of real property.
   c. Security issues and law enforcement investigations.
   d. Economic development negotiations.

E. Executive sessions may not be called for the purpose of defeating the reason or the spirit of this policy.

03-18-15
Article 1
USE OF ASSOCIATION FACILITIES

Section 1. General

The properties and facilities of the Association are maintained for the use, benefit and enjoyment of members and guests.

Members in good standing of the Association may request the use of designated facilities.

The use of POA Association facilities for commercial activities is permitted upon approval of the appropriate facility manager. The POA reserves the right to deny rental/use of POA facilities for any activity deemed not appropriate or in the best interest of the membership.

All users must abide by the rules and regulations of each POA facility. All POA operated facilities are non-smoking.

Except for official business meetings of the POA, all individuals/organizations conducting activities at Association facilities will pay a fee in accordance with rates and schedules established by the POA Board of Directors.

Rules and regulations applicable to POA amenities are contained in the POA Rules and Regulation booklet.

12-19-84, 1-28-97, 2-25-87, 2-6-02, 2-20-02, 4-16-14
Chapter Two, Facilities and Amenities

Article 2

DeSoto Events Center, Ponce De Leon and Coronado Community Center Use Policy

Section 1. General

All Hot Springs Village facilities are non-smoking.

Arkansas State Liquor laws regulating DeSoto Events Center, Ponce De Leon and Coronado Community Center requires all alcoholic beverages to be sold and dispensed by the facility. There will be no exceptions to this policy.

Advance reservations and a signed contract are required for rental of all facilities. All users must abide by the rules and regulations of each facility.

Except for official business meetings of the POA, all individuals/organizations conducting activities at the DeSoto Events Center, Ponce De Leon or Coronado Community Center will pay a fee in accordance with rates and schedules established by the POA Board of Directors.

Tickets purchased for events held at Hot Springs Village facilities may be used for security gate access.

Combines Policies:  Art. 3A -Use of Coronado Center Food Service, 12-19-84, 7-27-88
Art. 3B - Ponce de Leon Center, 8-20-91, 8-21-91, 8-28-91, 9-25-91, 10-7-91, 10-18-91, 10-21-91, 10-23-91, 12-18-91, 6-26-96, 2-6-02, 2-20-02, 4-16-14
Chapter Two Facilities and Amenities

**Article 4**
**Art Display Policy**

**Section 1. Purpose**
This policy is applicable to the display of art and memorabilia in buildings under POA control.

**Section 2. General**
All artists/groups must contact the appropriate facility manager to request display space. There is no fee for the display, however, artists/groups must abide by all rules and regulations governing this activity.

The POA disclaims any liability related to art and plaques displayed at POA facilities.

**Section 3. Display Cases at Coronado Community Center**
Groups will be allowed to continue their display until such time that they no longer meet at least monthly at the Coronado Community Center or until a major remodeling of the existing facility is done.

No new permanent displays of any kind will be allowed in the Coronado Community Center.

**Section 4. Displays in Other Facilities**
No memorabilia other than POA items will be displayed on a permanent basis at any facility.

7-24-91, 3-25-92, 4-22-92, 5-26-93, 2-6-02, 2-2-02, 3-16-05, 9-21-05, 1-19-11, 4-16-14
ARTICLE 5
FOOD & BEVERAGE SERVICE POLICY

Section 1.

The POA shall provide under POA management or through private firms or individuals, food and beverage services at POA owned facilities.

Any POA owned facility managed thru a private firm or individual will be independently operated under a separate food and beverage agreement.

These facilities are for the use and enjoyment of the membership, their guests and visitors.

Adopted 8-15-01, 1-19-11, 4-16-14
Section 1: General

The POA will permit tournaments, leagues, meets and practices as they relate to tennis, swimming, fishing or any other applicable recreational activity. The Director of Recreation Lifestyle and Community Development is responsible for approval of the request(s).

All tournaments, leagues, meets and practices will be scheduled to minimize disruption of services to the membership.

All tournament members and guests must abide by the rules and regulations of each POA facility. All POA operated facilities are non-smoking.

All fees, deposits and charges shall be in accordance with rates and schedules established by the POA Board of Directors.

The POA reserves the authority to delay, change or cancel any activity by giving twenty-four (24) hour notice.

Adopted 6/24/81, Revised 10/23/85 B.O.D, Rev. 12/26/89, Rev. 4/25/90 Rev. 6/12/90, Rev. 6/20/90, 8/22/90, 8/30/93, 9/22/93 B.O.D., Rev. 3/23/94 B.O.D., 2-6-02, 2-20-02, 4-16-14
Chapter Two Facilities and Amenities

Article 7

Common Property Policy

Section 1. General

The Common Property and Forest Committee (CPFC) and the Permitting and Inspections (P&I) Department have oversight responsibilities of all activities on common property within the boundaries of Hot Springs Village. P&I issues permits and collects fees as set annually by HSV POA Board of Directors, for the activities on common property. The adopted procedures, rules, and regulations are available in the P&I Department. Rules and regulations comply with the following:

Current HSV Covenants and Restrictions
Current CPFC Charter

Current Common Property Procedures

The Common Property and Forest Committee reviews the following activities on common property:

Class 1: General clean-up; removal of vines and shrubs; pruning and cutting of seedlings and small trees less than three inches in diameter; cutting of large trees that are hazardous, unhealthy, diseased, or dead; and limited landscaping.

Class 2: Selective cutting and/or pruning of large healthy trees.

Class 3: Shaping under and around boat docks and lakefront property line.

Any violations of Common Property will be governed by CPFC charter, policy, and procedures.

ARTICLE 8
Organizations Sign Policy

SECTION 1. PURPOSE
This policy is applicable to the organizational sign board(s) located in Hot Springs Village and is intended to regulate the placement of signs.

SECTION 2. GENERAL
The POA will approve and have authority for placement of all signs and enforcement of rules and regulations for same. All approved signs will be charged a fee and must meet the criteria set forth in the rules, regulations governing this activity.

5-23-89, 9-9-92, 6-16-93, 6-23-93, 2-6-02, 2-20-02
Chapter Two Facilities and Amenities

ARTICLE 9
LAKES POLICY

Section 1. Authority
The authority for this Lake Use Policy is the Declaration, Protective Covenants and the By-laws of Hot Springs Village. All state and federal boating and fishing regulations apply to Hot Springs Village lakes. All of the rules and regulations of the Arkansas Game and Fish Commission apply to anyone fishing the lakes and streams of Hot Springs Village. The Arkansas Soil and Water Conservation Commission inspect and make recommendations on the dams and spillways.

Section 2. Purpose and Introduction
A. The POA maintains the recreational lakes for the use and enjoyment of all membership and as reservoirs for irrigation for golf courses.
B. Lake Lago is the only reservoir lake in which swimming, boating and fishing are not permitted.

Section 3. General Regulations
All lake use regulations regarding boating, towing sports activities such as skiing, tubing, knee boarding, etc., swimming, “no wake” violations, litter, beach use and fishing are contained in the POA Village Lakes, Guidelines and Information brochure.

Section 4. Buoys
The POA will place lake buoys with and without flags to assist boaters in recognizing no tow, shoal and “no wake” areas.

Section 5. Herbicides
A. Herbicides must meet State and Federal regulations for use on waterways and be approved by the POA.

Section 6. Lake Maintenance
The POA will maintain the lakes and its buoys on an on-going basis.

Section 7. Boat/Trailer Registration
The POA requires all property owners to purchase annually and display a lake use decal on all boats and trailers used on HSV lakes. Decals must be affixed to the boat before it is used on any HSV lake.

Lake use is any boat (powered or unpowered) used in a Village lake, or any boat sitting upon or suspended above the lakes within HSV, or any boat trailer sitting within the parking area of any HSV boat launch area.

Sponsored guests are required to register their boats at the Desoto or Balboa Marina by securing and displaying either a daily or 14 day temporary lake use tag before usage on any HSV lake.

Long-term renters (defined as renters who have a lease of six months or longer) may purchase and display the same lake use decals available to property owners. To purchase a decal, the renter must present a copy of his or her lease. The fee will be established in the annual fee schedule as approved by the Board of Directors.

Failure to properly display a decal may result in the suspension of privileges and an administrative fee.

Adopted B.O.D. 4-26-95, Rev. 11-20-96, 11-15-00, Rev. 12-19-01 BOD, Rev. 5-17-06, 9-17-08, 10-21-09, 3-16-11
ARTICLE 10
MEMORIALS (Construction on Common Property)

SECTION 1. GENERAL
This policy provides for the construction and maintenance of Memorials by members of the association, honoring deceased members of the immediate family.

Construction and maintenance of “Memorials” on common property may be permitted under the conditions and guidelines stated below.

SECTION 2. AUTHORIZATION
Authority for approval shall lie with the General Manager of the Association.

Each project shall be considered on its merits, design and location and shall not be considered as setting a precedent.

SECTION 3. TYPES OF MEMORIALS
Memorials shall be of such design and construction so as to enhance the aesthetics of the Village and/or be functional; examples:

A. Benches; on golf courses or trails
B. Flag poles; with appropriate flag
C. Foot bridges
D. Trees
E. Flowering shrubs
F. Furnishings; couches, chairs
G. Plaques

Note: Statues, fountains, and items requiring continuing maintenance and/or operating cost should be avoided.

SECTION 4. PLACEMENT OF MEMORIALS
Memorials may be located on the following common properties:

- Trails
- Parks
- Golf courses; in the case of benches

SECTION 5. FUNDING & MAINTENANCE
Funding shall be the responsibility of the donor of the honoree as their agent(s) and should be sufficient to cover the cost of construction and on-going maintenance.

Design shall be such as to require minimal maintenance by the P.O.A. Beyond this, responsibility for maintenance shall be agreed upon, in writing, before commencement of the project.

SECTION 6. REMOVAL AND/OR RELOCATION CLAUSE
Should the “Memorial” become unsightly from lack of maintenance or from deterioration, the P.O.A. reserves the right of removal.

Should the “Memorial” ultimately be in the way of P.O.A. amenity expansion or new construction, the P.O.A. will be responsible for relocation.

Adopted 3-27-85 B.O.D., Amended 10-29-01, 11-14-01, 2-6-02, 2-20-02
Chapter Three Public Safety

**ARTICLE 1**

**INGRESS & EGRESS**

Section 1. Policy

The Association maintains gated entrances to Hot Springs Village to assist members, guests, visitors and others. The number of gates, the type of gate (electronic, keyed, staffed), and the locations for each gate will be determined by operating procedures.

Hot Springs Village property owners have the unimpaired right to ingress and egress to property owned by him/her.

All visitors/guests entering Hot Springs Village will be issued a vehicle identification pass.

Any person not a Hot Springs Village property owner whose only egress and ingress to his property is through Hot Springs Village will not be denied such privilege unless the Association provides alternate access capability.

Section 2. Definitions

A. **Member**

Any person owning property within Hot Springs Village. The property owner’s spouse and all dependents. (Dependents defined in Property Owners Association ID card policy).

B. **“Member in good standing”**

Any Hot Springs Village property owner who is current in the payment of all assessments, service and use charges (no more than 60 days delinquent) and not under any suspension of privileges.

C. **Guest/Visitor**

Any sponsored person granted access to the Village. Members, residents and any other entity authorized by the POA may sponsor guests/visitors. The conduct and actions of a guest/visitor are the responsibility of the party declaring such person to be their guest or visitor.

D. **Others**

Any person required by law to inspect, perform duties, oversee official activities, regulate or control facilities, personnel, or equipment in Hot Springs Village. Also, includes individuals required to obtain a Hot Springs Village work pass, deliver goods, or provide services.

E. **Gates**

(1) Electronic – any gate activated by use of an access card issued by the Property Owners’ Association.

(2) Staffed – those having personnel on duty to assist members, guests, visitors.

F. **Decals/Passes/electronic Gate Cards**
Decals, passes, member ID and electronic gate cards are devices for controlled ingress into Hot Springs Village.

Section 3. Authority

The General Manager and staff are responsible for the development of a standard operating procedure (SOP) to insure the most effective and efficient implementation of the policy.

Section 4. Enforcement

(1) Any misuse, or abuse, of the card privileges may result in confiscation of the card and/or suspension of the card privilege for all cards issued to the party for a period of 30 days for the first offense and indefinitely for any subsequent abuse.

(2) “Tailgating” another vehicle through an electronic gate is prohibited and will be considered an abuse of the card privilege. Only one car per gate activation is permitted.

(3) The Hot Springs Village Property Owners Association shall be the enforcing agency.

1-18-99, Adopted BOD 1-27-99, 7-17-02, 6-17-09, 7-25-13, 8-21-13
Section 1. **Purpose**

To establish guidelines for the use of warming barrels, recreational fire pits, bonfires and open burning.

Section 2. **Regulation**

All burn permits will be issued by the Fire Department, according to established procedure.

All open burning (any fire not contained) is prohibited without a written permit from the Fire Department.

During periods of a “burn ban” declaration by the county judge of Garland, or Saline Counties, no burn permits will be authorized.

Warming barrels are prohibited between April 1 and October 31. Warming barrels will be allowed between November 1 and March 31, with a valid permit.

Permanent recreational fire pits must be inspected and permitted prior to first usage. Portable recreational fire pits must be inspected and permitted annually.

Any Fire Department response caused by a warming barrel or recreational fire pit will subject the person(s) listed on the permit to a service fee as established by the Board of Directors.

Any Fire Department response caused by a violation of this policy will subject the person, or person(s), responsible to a service fee as established by the Board of Directors.

*Failure on the part of a property owner to pay the service fee may result in appropriate sanctions as determined by the Board of Directors. Failure on the part of a non-property owner to pay the service fee may result in cancellation of work pass privileges and/or gate card privileges.*

Section 3. **Enforcement**

(1) The Hot Springs Village Property Owners Association shall be the enforcing agency.

(2) The Board of Directors empowers the Hot Springs Village Fire Department to enforce this regulation.

Adopted 10-76 BOD, Amended 9-26-01, 10-16-01, 11-14-01, 7-17-02, 6-18-14
ARTICLE 3A
FIRE RESPONSE OUTSIDE VILLAGE BOUNDARIES

Section 1. PURPOSE:

The purpose of this policy is to give guidance to the COO/General Manager and Chief of the Fire Department relative to the dispatching and use of firefighting equipment and personnel outside the boundaries of the Hot Springs Village Fire District and Hot Springs Village.

Section 2. USE OF APPARATUS OUTSIDE OF VILLAGE BOUNDARIES:

Normally POA firefighting equipment and personnel shall not be dispatched outside the boundaries of the Village/District, with exception of following and at the discretion of the Fire Chief and/or COO/General Manager:

A) Forest Fires:
   In the event a forest fire outside the Village is threatening the Village property and/or at the request of the Fire Department responding or the Forest Service.

B) Auto Accidents:
   When requested by any surrounding emergency service, POA Village fire personnel and equipment may respond.
   School Buildings: POA equipment and personnel may respond to the Fountain Lake and Jessieville Schools.

C) Natural Disasters:
   In the case of large scale natural disaster(s), personnel and equipment may be dispatched to assist neighboring communities.

D) Structure Fires:
   Personnel and equipment may be dispatched when requested by responding department needing assistance.

E) Landlocked property:
   Fires occurring on property “landlocked” by or completely surrounded by the Village.

F) In the event a Mutual Aid fire protection pact is agreed upon by the POA Board and neighboring District Boards.

7-15-92, 7-16-92, 7-22-92, 6-18-14
ARTICLE 4
AMBULANCE SERVICE

SECTION 1. PURPOSE
To provide ambulance service to the residents of Hot Springs Village by contract with an Emergency Medical Service (EMS) provider that is licensed under the Arkansas Department of Health.

SECTION 2. FEES AND CHARGES
An annual fee necessary to support the availability of at least three (3) Advanced Life Support Ambulance units at all times shall be established by the Board of Directors of the Property Owners’ Association and shall be collected on the residential POA utility bill.

The collection of fees shall be in accordance with the POA utility bill collection procedures of the Association.

11-14-07, Rev. 7-21-10
ARTICLE 5
REGULATION AND CONTROL OF PETS

SECTION 1. POLICY

The Board of Directors for the Hot Springs Village Property Owners’ Association recognizes the need for specific regulations relative to pets in the Village, and therefore agrees that a specific policy concerning unfettered movement, annoying activity, nuisance activities and animal control is hereby established.

SECTION 2. DEFINITIONS

The following words and phrases shall have the following meaning for purposes of these regulations:

A. Animal – Any description of vertebrate, excluding Homo Sapiens.

B. Animal Control Authority – The person or persons employed by the Hot Springs Village Property Owners’ Association and designated by Garland County and Saline County, as the animal control enforcement officer(s).

C. Annoying Activity – Actions on the part of an animal, or pet that desecrate, destroy or damage the property of one who is not the owner.

D. At Large – Any pet shall be deemed to be at large when he is off the property of his owner, and not under control of a competent person.

E. Detention Shelter – Any premises designated by action of the Board of Directors, Hot Springs Village Property Owners’ Association, for the purposes of impounding and retaining all animals found running at large in violation on this regulation.

F. Humane Manner – Care of an animal to include, but not limited to, adequate heat, ventilation and sanitary shelter, and wholesome food and water, consistent with the normal requirements and feeding habits of the animal’s size, species and breed.

G. Nuisance Activity – Actions on the part of an animal that causes the peace and tranquility of the surrounding area to be disturbed even though the animal is on the owner’s premises.

H. Owner – Any person, group of persons, or entity owning, keeping or harboring pets.

I. Pet – Any animal owned or cared for, for pleasure or companionship or for domestic utilitarian use.

J. Restraint – A pet is under restraint within the meaning of Garland and Saline County ordinances, specific to Hot Springs Village. Any animal classified by either County District Court as Vicious shall be restrained at any time the owner of, custodian, or person with authority to control a vicious dog permits such dog to go beyond the premises of said owner with a restraint having a minimum tensile strength of 300 pounds and not exceeding three feet in length.

All dogs shall at all times be under the restraint and control of the owner or a responsible person by leash while on Hot Springs Village common and limited property. All dogs shall be on a leash while on the Hot Springs Village trails. Dogs riding in the open bed of any vehicle are required to be controlled from exiting the bed. Dogs are subject to being leashed upon exit from a vehicle outside the legal property limits/boundaries of the dog owner or keeper.
K. Restraint on Trails – Any pet on the Hot Springs Village Trails shall be on a leash and under the control of their owners at all times so as to not be a nuisance or hazard to others.

SECTION 3. AUTHORITY
The General Manager and staff are responsible for operating the shelter within the spirit of guidelines established by the Humane Society of the United States and for working with the HSV Animal Welfare League in accordance with the then current signed Memorandum of Understanding that exists between the two organizations.

SECTION 4. ENFORCEMENT
All federal, state and county laws and ordinances will be enforced where applicable, and charges filed in the appropriate jurisdiction. In absence of a law or ordinance, this policy will prevail and the Board of Directors will have enforcement authority as established by the Declaration.
Adopted 11-76, B.O.D., Rev. 3-20-90, 11-2-96, 7-28-99, 10-21-09, 10-17-12, 5-21-14
ARTICLE 6
TRAFFIC CONTROL – HOT SPRINGS VILLAGE

SECTION 1. GENERAL
Roadways of Hot Springs Village are private property. Traffic control shall be administered through the Hot Springs Village Police Department. All traffic enforcement is in accordance with the Arkansas Motor Vehicle and Traffic Laws and State Highway Commission regulations.

SECTION 2. SPEED LIMITS
Speed limits on the streets of Hot Springs Village are established as follows, unless otherwise posted:
A. Primary Roads 40 M.P.H.
B. Subdivision (Residential) Roads 25 M.P.H.
C. Unpaved Roads 25 M.P.H.
D. Main Entrance & Townhouse Areas 15 M.P.H.
E. Parking Lots - POA 05 M.P.H.

The General Manager, upon the recommendation of the Director of Public Works, Director of Public Safety and/or the Public Works Committee may impose temporary changes in speed limits and traffic control devices. The General Manager shall notify the Board of Directors of any such change. Upon such notice, the temporary change shall become permanent after 90 calendar days, unless the Board of Directors votes to override the change during the 90 day period.

SECTION 3. NOISE CONTROL
No vehicle with excessively loud muffler, etc. shall be permitted to travel on the streets of Hot Springs Village. The community concept of a quiet, rural setting shall be preserved to the extent possible.

SECTION 4. ENFORCEMENT
The Arkansas Motor Vehicle Traffic Laws and State Highway Commission Regulations have been adopted by the Association.
Traffic warning tickets may be used and maintained as a record of violations for a moving traffic offense such as, but without limitation, failure to stop, failure to yield, speeding, illegal parking, etc., which do not result in injury to persons or property.
Enforcement shall be as follows:
(A) Property owners: Violators receiving (3) warning tickets or uniform traffic citations within a consecutive twelve month period shall be referred to the Board of Directors for action in accordance with Article VIII, Sec. 3 (c) of the Declaration.
(B) Non property owners: Violators receiving two (2) warning tickets or uniform citations within a consecutive twelve (12) month period shall be subject to banning from the Village for a period of time to be determined by the General Manager.
State uniform citations may be issued for violations of traffic offenses and shall be processed through the Municipal Court System of the respective County.

SECTION 5. PENALTIES
Violators referred to the Board of Directors shall be considered for suspension of membership privileges, denial of access (non-members, contractor, employees) or other action.
Violations referred to the Municipal Court shall be resolved at the discretion of the Municipal Judge.

ARTICLE 7

DOOR-TO-DOOR SOLICITATIONS: DISTRIBUTION OF CIRCULARS, HANDBILLS OR SIMILAR ARTICLES

Section 1. PURPOSE
To establish guidelines to preserve the peace and tranquility of Village residents by restricting door-to-door solicitations and to prevent the potential of litter from random distribution of unsolicited circulars, advertising flyers and other like material.

Section 2. REGULATION
The door-to-door solicitation for the purpose of collecting contributions; selling of goods or services; collecting data for surveys; or similar activities is prohibited.

The random depositing of circulars, newsletters, advertising material, placards, business cards and similar printed products is prohibited at homes, businesses and on vehicles parked within the Village.

Section 3. DEFINITIONS
A. Advertising material – printed material intended for distribution to a large, unaddressed population.
B. Business cards – personalized cards commonly used by individuals engaged in business and professional endeavors.
C. Circulars – See “A”
D. Door-to-door – refers to the canvassing or contacting residents in a random, unannounced, unscheduled manner for any purpose.
E. Goods – products of all types.
F. Newsletters – those prepared and distributed by special interest groups for their members or prospects.
G. Placards – see “A”
H. Random – having no specific pattern.
I. Services – duties or works performed for another.
J. Solicitation – the act of approaching another for the purpose of selling a product or services, eliciting information for a survey, or collecting donations, or similar activities.
K. Surveys – compilation of data pertaining to individual preferences concerning a topic, product or subject matter.

Section 4. EXCLUSIONS
A. Scheduled appointments previously made.
B. Neighbors communicating with their neighbors concerning community or public service-related activities within their neighborhoods.
C. Nationally affiliated service clubs serving Hot Springs Village may make application to obtain written permission for a waiver to this policy for each requested distribution. The application must be submitted to the General Manager on the form provided by the POA. All conditions imposed and decisions of the General Manager shall be final.

Section 5. ENFORCEMENT
A. The Hot Springs Village Property Owners’ Association shall be the enforcing agency.
B. The Board of Directors empowers the Hot Springs Village Police Department to enforce this regulation.

Section 6. CORRECTIVE ACTION
A. Property owners failing to comply with the provisions of the regulation are subject to appropriate enforcement action.
B. Non-property owning residents failing to comply with the provisions of this regulation are subject to appropriate enforcement action.
C. Persons employed within the Village failing to comply with the provisions of this regulation are subject to appropriate enforcement action, which may include denial of access to the Village, and forfeiture of all fees and deposits.
D. POA employees failing to comply with the provisions of this regulation are subject to appropriate enforcement action, which may include termination of employment.

E. Visitors and guests failing to comply with the provisions of this regulation are subject to appropriate enforcement action, which may include denial of access to the Village.

Section 7. AUTHORITY
Hot Springs Village Property Owners’ Association Declaration and Protective Covenants.

11-1-00, Rev. 11/8/00, Adopted BOD 11-15-00, 3-16-11
ARTICLE 8
REGULATIONS GOVERNING USE OF MOTORIZED VEHICLES ON VILLAGE ROADS AND TRAILS (OTHER THAN AUTOS AND TRUCKS)

SECTION 1. PURPOSE
To provide regulations governing the equipping and operation of motorized vehicles other than automobiles and trucks within Hot Springs Village; to enhance safety of operators of all kinds of motorized vehicles; and to provide safety for pedestrians.

SECTION 2. DEFINITION
For purposes of this regulation a motorized vehicle is presumed to include the following:
- A. Golf Cart
- B. Motorcycle, Trail, Bike, Racing Bike
- C. All Terrain Vehicle
- D. MoPed
- E. Motor Scooter
- F. Go Cart

SECTION 3. SAFETY DEVICES AND PROCEDURES
All motorized vehicles operated on the roads and trails of Hot Springs Village shall be equipped and operated as follows:
- A. Golf carts shall be equipped with at least two front mounted headlights, white in color.
- B. Golf carts shall be equipped with a pennant or colored flag of high visibility orange and fastened to a pole at least seven (7) feet above the ground, when operated on Village roads.
- C. Golf carts will turn on lights when operated on the roads of Hot Springs Village.
- D. All other vehicles shall be equipped with at least one front mounted headlight, white in color; and each shall be equipped with at least one rear mounted tail light, red in color.
- E. Each vehicle will be equipped with a rear view mirror.
- F. Vehicle passengers should not exceed those recommended by the vehicle manufacturer.
- G. Pedestrians have the right-of-way over motorized vehicles.
- H. Automobiles and trucks have the right-of-way over golf carts.
- I. Motorized vehicles will turn on lights when operated on the roads of Hot Springs Village.

SECTION 4. MINIMUM AGE REQUIREMENT AND LICENSE
- A. Golf Carts: A person must have a valid Driver’s license to operate a golf cart on Hot Springs Village roads and be at least 14 years of age to operate a golf cart on multi-purpose trails.
- B. Motorcycles and Mopeds: State statues apply.

SECTION 5. REGISTRATION
- A. Motorized vehicles regulated herein shall bear a Hot Springs Village Registration Decal. The decal shall be numbered and a record of registration kept in an appropriate POA office.
- B. Registration period is annually (January 1st to December 31st).
- C. Registration fee is part of Hot Springs Village fee schedule as adopted by the Board of Directors.

SECTION 6. MOTORIZED VEHICLES PROHIBITED FROM OPERATING ON ROADS
- A. Go Carts
- B. Motorized vehicles not equipped as specified in Section 3 (above) or not having mufflers (i.e. trail bikes, racing bikes)
- C. All Terrain Vehicles.
- D. Golf carts shall not be operated on roads or sections thereof, designated by “Golf Cart Prohibited” signs.

SECTION 7. MOTORIZED VEHICLES PROHIBITED FROM OPERATING ON TRAILS
- A. Motorized vehicles of any type are prohibited from operating on any nature/walking trail.
- B. Motorized vehicles having motors with a displacement of 50 cc or greater are prohibited from operating on multi-purpose trails. (Note: This does not apply to golf carts.)
SECTION 8. ENFORCEMENT
Enforcement of the provisions of the foregoing rules and regulations will be by either or both of the following methods:

A. Arkansas Motor Vehicle Traffic Laws.
B. The Declaration and Protective Covenants, Article VIII, Section 3.(c).

Adopted 8/22/84, Rev. 9-26-84, 7-22-87, 8-19-87, 8-26-87, 6-26-90, 7-6-90, 8-22-90, 9-16-09
ARTICLE 9
ESTATE AND AUCTION SALES

SECTION 1. POLICY
The POA shall maintain a policy of controlling estate and auction sales within the Village. Ingress and egress of visitors to the Village for such sales shall be regulated according to Chapter 3, Article 1. Traffic in and around such sales, as well as the parking of vehicles in the vicinity, shall be controlled via law enforcement authority granted to the Hot Springs Village Police Department by Garland and Saline County Sheriff’s Department.

SECTION 2. DEFINITIONS
1. Estate or Auction Sale. Any sale involving a commercial venture in which an individual or company has been contracted for the purpose of the sale or auction, and the person or company is paid for such services.
2. Permit. A written authorization to conduct an estate or auction sale, that shall be issued by the Director, Department of Public Safety, or his designee to the person or company representative conducting the sale.

SECTION 3. AUTHORITY
The General Manager and staff are responsible for the development of a standard operating procedure to ensure the most effective and efficient implementation of the policy.

SECTION 4. ENFORCEMENT
All federal, state, and county laws will be enforced where applicable. In absence of a law or ordinance, this policy will prevail and the Board of Directors will have enforcement authority as established by the Declaration. Any estate sale or auction sale being conducted without a permit will be subject to immediate suspension.

Adopted 9-17-08 BOD
ARTICLE 10
FIREWORKS REGULATIONS

Section 1. GENERAL

Due to the wooded environment of the Village and the susceptibility to brushfires during dry seasons, it is the policy of the Association to prohibit the personal use of all types of fireworks in HSV.

Section 3. ORGANIZATIONAL DISPLAYS

None of the above is intended to preclude the 4th of July fireworks display sponsored by the POA or sponsored by any group or organization with the approval of the Board of Directors of the Association.

Adopted 7-28-93 BOD, 6-18-14
ARTICLE 11
CONTROL OF LITTER TRANSPORTATION OF DEBRIS & REFUSE

SECTION 1. PURPOSE
To establish regulations, responsibility and enforcement relative to the prevention of littering along Village roadways that may be caused by the hauling of debris refuse, garbage, trash, and/or construction materials.

SECTION 2. RESPONSIBILITY OF HAULERS
(A) To cover, or otherwise secure all contents of all vehicles in such a manner so as to prevent its load from dropping, blowing, falling off, shifting, leaking or otherwise escaping from the vehicle while traveling on Village roadways.
(B) To stop immediately and pick up and remove any material that may fall along the route.

SECTION 3. ENFORCEMENT
(A) Any person, firm or corporation found violating this regulation is subject to being charged with a misdemeanor in the appropriate judicial court.
(B) In addition to (A) above, the Board of Directors of the Property Owners’ Association may, after due process, restrict the hauler from the use of Village roadways and/or restrict access to the Village.
(C) In addition to (A) and (B) above the Board of Directors empowers the officers and security personnel of the Hot Springs Village Police Department to deny access to the Village any vehicle containing a load which is not properly secured so as to prevent the load from blowing, dropping, falling off, shifting, leaking or otherwise escaping until the load is properly secured. In addition, any vehicle bearing an unsecured load on any roadway within the Village will be given the option of securing the load immediately, or being escorted from the Village.

SECTION 4. AUTHORITY
(A) State Statute Mp/ 82-3901ET-SEQ.
(B) Hot Springs Village Property Owners’ Association Declaration and Protective Covenants.

ARTICLE 13  
REGULATION GOVERNING THE DISCHARGE OF FIREARMS AND ARCHERY EQUIPMENT

SECTION 1. REGULATION  
The discharge of a firearm or archery equipment within Hot Springs Village is specifically prohibited.

SECTION 2. PURPOSE  
This regulation is put into effect to protect the life and property of the citizens of Hot Springs Village.

SECTION 3. This regulation will prohibit all hunting with firearms or archery equipment within the area of Hot Springs Village.

SECTION 4. DEFINITIONS  
(A) Firearm – any device which will expel a projectile by the action of an explosion.
(B) Archery equipment – a long bow, cross bow, compound bow, or a standard bow which will propel an arrow or dart.

SECTION 5. ENFORCEMENT  
(A) The Hot Springs Village Property Owners’ Association shall be the enforcing agency.
(B) The Board of Directors empowers the officers of the Hot Springs Village Police Department to enforce this regulation.

SECTION 6. CORRECTION OF VIOLATION  
(A) Property owners failing to comply with the provisions of the regulation are subject to appropriate enforcement action.
(B) Non-property owning residents failing to comply with the provisions of this regulation are subject to appropriate enforcement action.
(C) Persons employed within the Village failing to comply with the provisions of this regulation are subject to appropriate enforcement action, which may include denial of access to the Village, and forfeiture of all fees and deposits.
(D) POA employees failing to comply with the provisions of this regulation are subject to appropriate enforcement action, which may include termination of employment.
(E) Visitors and guests failing to comply with the provisions of this regulation are subject to appropriate enforcement action, which may include denial of access to the Village.

SECTION 7. EXCLUSIONS  
(A) The discharge of a firearm or archery equipment in defense of life or property.
(B) The discharge of a firearm or archery equipment at a public or private shooting range or gallery.
(C) The discharge of a firearm by law enforcement officers in the performance of official duties.
(D) The discharge of a firearm by animal control officers in the performance of official duties.

SECTION 8. AUTHORITY  
Hot Springs Village Property Owners’ Association Declaration and Protective Covenants.

8-8-97, Adopted 8-27-97 BOD
Chapter Three Public Safety

**ARTICLE 14**

**ALARMS**

Section 1. **PURPOSE**
To establish guidelines for the establishment of fees for police response to false alarms at Village businesses and residences.

Section 2. **AUTHORITY**
The Property Owners’ Association Accounting Department will bill businesses and private residents for police response to false alarms at their business or residence upon notification by the Police Department that the false alarm was not weather related or due to circumstances beyond human control. This billing will be in accord with the fee schedule as established by the Board of Directors during the annual budgetary process. The fee schedule will allow a no-charge fee for the first false alarm. A 12 month period without a false alarm at a business or residence will make the business or residence eligible for another no-charge fee and the fee process will begin anew.

Section 3. **DEFINITIONS**
A. Alarm – any electronic or mechanical alert system that is designed to elicit immediate response to an emergency situation.

B. False Alarm – any alarm that is activated when no emergency exists.

C. Human Error – any action, or activity on the part of a person that causes an alarm to be activated when no emergency exists.

D. Weather – any adverse climatic condition that produces effects that activate an alarm. Such conditions are lightning, flooding, rain, hail, or high winds.

E. Circumstances Beyond Human Control – any act of nature such as earthquakes or ground shifts.

F. Fire Alarms – for purposes of this policy fire alarms are not addressed.

Adopted 12-15-99 BOD, Rev. 11-19-08
ARTICLE 15
POLICY ON EMERGENCY OPERATIONS

SECTION 1.
The POA shall have a written Emergency Operation Plan (EOP) administered and maintained by the General Manager, or his designee, that will provide POA employees with guidance, instructions and information necessary to effectively discharge their duties during any emergency.

SECTION 2.
The EOP will contain individual standard operating procedures (SOPs) for each critical area of responsibility which will contain at a minimum the following:
   A. Specific instructions as to the location, activation, composition and function of an emergency operation center (EOC) ensuring the availability of emergency power and appropriate interface with amateur radio operators.
   B. Designation of key staff personnel and other emergency related offices with telephone numbers.
   C. Priority listing of radio/television stations that Village residents can rely on for Village specific information.
   D. A list of equipment owned by the POA that would most likely be needed and used during any emergency, a list of contractors/volunteers who could augment the POA.
   E. Priority listing of major roads that will be cleared.
   F. Designation of primary and alternate emergency shelters with Red Cross certification including training of staff and volunteers and the identification of backup power.

SECTION 3. The POA will make available Village specific and general emergency self-preparedness information to Village residents.

SECTION 4. The EOP shall conform to all Federal, State and County law.

SECTION 5. The EOP shall be within the POA’s ability to fund in accordance with budget approvals by the Board of Directors.

SECTION 6. The EOP shall be tested periodically through disaster drills or table top exercises.

SECTION 7. The EOP can be amended and updated by the General Manager in compliance with the preceding provisions. The EOP shall be reviewed and updated in October at a minimum of each year. Any amendments will be submitted to members of the Board of Directors.

3-27-01, Adopted BOD 4-18-01
ARTICLE 1
WASTEWATER COLLECTION SYSTEM POLICY

SECTION 1. PURPOSE
To establish policy and fiscal responsibility relative to the maintenance and operations of the “Wastewater Collection System”.

SECTION 2. INSPECTING AGENCY
All installation and equipment referred to herein must be inspected and approved by inspectors of the Hot Springs Village Property Owners’ Association under provisions of state and local plumbing code.

SECTION 3. HOLDING/GRINDER TANKS
A. Physical installation shall be performed by the Property Owners’ Association or its designated agent.
B. The Property Owners’ Association shall install a Pump Failure Alarm System capable of indicating a failure in the holding tank pumping systems.

SECTION 4. PUMPS & MOTORS
A. Installation, repairs, or replacement shall be performed by the Property Owners’ Association.

SECTION 5. RESPONSIBILITY OF OWNER
A. Cost of material and labor for the installation of tank, pump, motor, electric power and alarm system.
B. Cost of repairs, after the one (1) year warranty period. Repair work will be performed by POA personnel.
C. In the case of community tanks/pumps i.e. where more than one town house is serviced by one tank, the above cost shall be divided equally among those property owner units connected to that tank/pump.

SECTION 6. RESPONSIBILITY OF P.O.A.
A. Size pumps and motors and provide on-going service as required to maintain the integrity of the sewage collection systems

SECTION 7. FEES & CHARGES
A. Fees and charges will be established by the Board of Directors of the Hot Springs Village Property Owners’ Association.

SECTION 8. WARRANTY
A. The Property Owners’ Association warrants the labor and materials on the interceptor tank/grinder pump system, for Property Owners’ Association installed items, for a period of one (1) year from date of installation.
B. The Property Owners’ Association warrants the labor and materials on the repair/replacement of the interceptor tank/grinder pump system for Property Owners’ Association repaired/replaced items, for a period of one (1) year from period of repair or replacement.

Adopted 8-24-83 B.O.D., Rev. 9-20-89, Rev. 9-27-89, Rev. 6-28-90, Rev. 12-19-01 BOD
ARTICLE 3
WATER SERVICE & USE POLICY

SECTION 1. PURPOSE
To establish policy relating to the provision and use of potable water via a central transmission system to residential
and commercial entities.

SECTION 2. RESPONSIBILITY OF THE POA:
(A) Only employees of the Property Owners Association shall shut off, turn on, repair or install water meters with
the exception that an owner/resident may turn off the water supply in cases of emergency or for a short period of
time to make plumbing repairs.
(B) All treatment, transmission, and metering systems including:
   (1) Source
   (2) Pumping Facilities
   (3) Treatment Plants
   (4) Storing Facilities
   (5) Transmission Lines
   (6) Service Connections
   (7) Meters
(C) Sole responsibility of installation of all of (B) above.
(D) Maintenance of all of (B) above.
(E) A separate meter shall be installed for each user unit.

SECTION 3. RESPONSIBILITY OF MEMBER/OWNER
(A) Cost of installation of the service line from the main to the meter.
(B) Installation of service line from the meter to the residence (point of use).
(C) Leaks from the meter to the point of use.
(D) Interior plumbing.
(E) Easy access to the meter box.
(F) Easy access to all easements and right-of-ways.
(G) Responsible for delinquent account of tenants.

SECTION 4. FEES AND CHARGES
(A) Fees and charges will be established by the Board of Directors of the Property Owners’ Association.

SECTION 5. SECURITY DEPOSIT
(A) All new accounts, including homes under construction, will be charged a deposit (no interest paid on deposit)
as security against non-payment for service with the P.O.A.
(B) The security deposit will be refunded, less any final utility billings due, when the property changes
ownership.

SECTION 6. RESPONSIBILITY OF COMMERCIAL OWNER
(A) The responsibility of the POA on commercial property water leaks ends at the property line.

Adopted 6-22-83, B.O.D., Amended 4-25-84, 9-25-89 A.J.K., 12-17-90, 6-16-94, 6-22-94, 4-14-99, 4-28-99, Rev. 12-19-01 BOD
ARTICLE 4

SOLID WASTE MANAGEMENT POLICY

SECTION 1. PURPOSE
To establish policy for solid waste/trash collection and disposal.

SECTION 2. DEFINITION
1. Solid waste is defined as household waste including garbage, which must be disposed of in a sanitary manner.
2. Trash includes all other refuse including leaves, branches, papers, moving boxes, wood scraps and white goods, i.e. scrap water heaters, clothes dryers, washing machines, refrigerators, etc.
3. Solid Waste Service Area means that area within the boundaries of the gated community of Hot Springs Village, Arkansas and any additional areas beyond those boundaries in which the governing body authorizes the collection of solid waste.
4. Hazardous materials are defined as “substances or materials which have been determined by the Environmental Protection Agency (EPA) to be capable of posing an unreasonable risk to health, safety, and property.” Examples are explosives, combustible liquids, flammable materials, poisons, etc.

SECTION 3. GENERAL
Hot Springs Village Property Owners Association (HSVPOA) shall have the exclusive right within the solid-waste service area to collect, dispose and bill for such services. No individual or entity may provide solid waste hauling services for the systematic and routine collection, transportation or disposal of solid waste or trash, without written authorization of HSVPOA.

HSVPOA board of directors has the authority to impose a fee associated with authorized third party collection and disposal of solid waste.

SECTION 4. CONTAINERS
Household solid waste, excluding white goods and trash, must be placed in a container approved by POA.

SECTION 5. LIMITATIONS
A. Residential customers will be limited to a maximum of four (4) waste cans.
B. Commercial customers’ waste removal will be provided by the POA. Large commercial containers may be provided by the POA, upon request.
C. Hazardous materials will not be accepted for pick-up.
D. HSVPOA reserves the right at any time to refuse to collect or receive waste/trash, if in the judgment of HSVPOA, such collection is deemed to be harmful, hazardous or in violation
Chapter Four Public Works & Utilities

of HSVPOA and State of Arkansas regulations governing type of solid waste, weight or waste constituents.

SECTION 6. SERVICE LOCATIONS
Waste/trash to be collected must be placed within ten (10) feet of the edge of the pavement. Customers subscribing to “at house” service will place their waste/trash at the appropriate location.

SECTION 7. SPECIAL PICKUP/YARD WASTE
The Property Owners’ Association will remove, for a fee, solid waste/trash beyond that described in Section 2. by special arrangement.

SECTION 8. SITE APPEARANCES
Residential customers are responsible for the cleanliness of the streets adjacent to their property.

Adopted 6-22-88, Rev. 12-19-01, 2-16-11, 4-20-16
Chapter Four Public Works & Utilities

ARTICLE 5
SEWER BACKFLOW PREVENTION PROGRAM

STATEMENT OF POLICY:
1. It is the responsibility of the property owner to maintain sewer service lines to the sewer main in the gravity system and to the interceptor tank or grinder tank in the pumped effluent and pressure sewer systems, respectively.
2. Backflow prevention devices are not required except where a plumbing fixture in a structure is below the grade of a manhole and above the grade of the sewer main.

BACKFLOW PREVENTION PROGRAM:
Anyone who has experienced a sewer backup into their house regardless of cause will be eligible to be reimbursed by the POA for the actual cost of installing a backflow prevention device up to a maximum reimbursement of $50.00.

Adopted B.O.D. 4-18-01
ARTICLE 6
ROAD RIGHT-OF-WAY POLICY

SECTION 1. PURPOSE
To establish policy relating to Road Right-of-Way and its uses to promote road and shoulder safety and proper drainage.

SECTION 2. DEFINITION
Road right-of-way is defined as that area of common properties in recorded subdivisions dedicated to vehicle traffic, utility development, surface water drainage, and other possible uses as defined in the individual recorded subdivision record plats and the HSV Covenants and Restrictions dated April 20, 1970 (Rev. 10/13/88).

The width of Road right-of-way is determined by the type of road use.

<table>
<thead>
<tr>
<th>ROAD USE</th>
<th>WIDTH OF R-O-W</th>
<th>PAVED WIDTH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arterial</td>
<td>140-200 feet</td>
<td>22 feet</td>
</tr>
<tr>
<td>Major Collector</td>
<td>100 “</td>
<td>20 “</td>
</tr>
<tr>
<td>Minor Collector</td>
<td>75 “</td>
<td>20 “</td>
</tr>
<tr>
<td>Residential</td>
<td>40 &amp; 50 “</td>
<td>16 – 20 feet</td>
</tr>
<tr>
<td>Frontage</td>
<td>30 “</td>
<td>12 “</td>
</tr>
</tbody>
</table>

The right-of-way on a typical road consists of a paved street with shoulders on each side, a ditch for drainage of surface water and a back slope to the existing individual lot property line.

SECTION 3. GENERAL
The road right-of-way is owned as common property by the HSV POA and has responsibility for road maintenance, drainage and vegetative control.

Utilities are placed upon, or contained within road right-of-way and consist of water and wastewater lines, underground and overhead electrical lines, telephone utility systems, cable television facilities and appropriate equipment containers.

Property owners may construct driveways and install landscaping to the pavement edge in conformance to provisions of this policy.

SECTION 4. PROVISIONS
A. Utility construction will require a Utility Installation Permit – HSV, issued by the POA. In all instances of construction or maintenance of utilities, proper drainage must be restored, and obstructions must not be created in the road right-of-way.
B. Work in right-of-way by property owners, or their contractors:
   1. Paved driveways may be constructed through road right-of-way to connect with the existing paved street area, provided the location is shown on the plot plan and is approved by the Architectural Control Committee. Driveway culverts shall have a minimum diameter of 12” and be of an approved material and design. Drainage of areas above grade elevation must be determined to ensure proper culvert sizing.
C. Any construction or utility maintenance within the road right-of-way must make provisions to maintain safe traffic flow and allow for emergency traffic.

Damage to the road pavement or shoulders shall be repaired by the POA and the actual cost shall be charged to the one causing the damage.

Utility companies and the POA will return the road right-of-way to the previous existing grade. Property owners will be responsible for the replacement of private improvements, extended parking surfaces or landscaping within the road right-of-way which is removed during utility construction or maintenance. Property owners will also be responsible for removal of that which is identified as a hazard by the POA.

ARTICLE 7
ROAD SIGNAGE POLICY

SECTION 1. GENERAL
The Public Works Department and the Public Works Committee have oversight responsibility for all road, traffic control and informational signage located within the road right-of-ways in Hot Springs Village.

Adopted 9-21-05
The Architectural Control Committee (ACC) and the Permitting and Inspections (P & I) Department, have oversight responsibilities of all construction activities within the boundaries of Hot Springs Village. The P & I Department, under the direction of the Permitting & Inspections Manager and the ACC Administrator, issues permits, assesses fees, and schedules inspections of the construction activities. The adopted procedures, rules, and regulations are available in the P & I Department. The ACC, with guidance from the P & I Department, has developed procedures, which comply with the following:

- HSV Covenants and Restrictions, dated April 20, 1970, and revised 10-13-88, amended 4-5-11
- HSV/POA/ACC Procedures
- Current Arkansas Plumbing Code
- Current National Electrical Code
- Current Arkansas Mechanical Code

The Architectural Control Committee (ACC) has the following Articles:
1. Architectural Control Policy
2. ACC Permit & Appeal Process
3. Parking or Storage of Certain Vehicles in Residential Areas

The Architectural Control Committee (ACC) has the following policies & procedures:
1. Alterations and/or additions to existing property
2. Commercial construction
3. Fences and screening
4. HVAC/R systems
5. In-Home Business
6. Irrigation Systems, Landscaping, & Seawalls
7. New Home Construction
8. Propane Tanks (buried)
9. Signs
10. Storage & Outbuildings
11. Swimming Pools
12. Tree Cutting
13. Water Front Structures

These projects require a permit, fee & inspection. When a project is started without a permit work will be halted until the contractor can appear at the next regularly scheduled Thursday meeting of the ACC to explain the violation.

10-26-01, 11-14-01, Approved 7-16-03 BOD, Revised 11-17-04, Rev. BOD 4-20-05, Rev. 6-21-06, 6-2-11 ACC, BOD 2-18-15
ARTICLE 2
ACC PERMIT AND APPEAL PROCESS

**ACC OPTION A:** Permit Application Approved

Application is approved as submitted.

APPEAL: None required

**ACC OPTION B:** Permit Application Approved with Conditions

Application is approved, but modified by the ACC to bring the application within an acceptable concurrence of the intent of the specific permit guidelines and requirements.

This approval requires no further submission to the ACC and a permit will be issued by the Planning Department upon acceptance of the conditions by the applicant.

Example: A fence permit is approved with respect to type of fence and location, but the requested fence height of 6 feet is modified to be 4 feet minimum and 5 feet maximum in height.

APPEAL: The applicant may resubmit the application to the ACC should they feel there are extenuating circumstances when the modification to their application is a hardship (no fee for being resubmitted).

**ACC OPTION C:** Permit Application Denied with Suggested Changes

Application is denied as submitted, but may be resubmitted for approval based on ACC suggested alternatives to the conditions of the application. The application along with the ACC recommended alternative changes is referred to the Planning Department Director to meet with the applicant to work out an acceptable solution.

The revised application will be required to be resubmitted to the ACC for review and approval by Option A or B or D (see below).

APPEAL: The applicant may resubmit the application to the ACC should they feel there are extenuating circumstances why the modification to their application is a hardship (no fee for being resubmitted).

**ACC OPTION D:** Permit Application Denied

Application is denied as submitted along with the ACC’s written explanation with regard to it’s failure to meet the intent of the specific permit guidelines and requirements.

APPEAL: The applicant may resubmit the application to the
ACC for a final review should they feel there are extenuating circumstances why the denial of their application creates a hardship (no fee for being resubmitted).

ACC OPTION E: Permit Application denied with Prejudice

This denial of the re-submitted application under the appeal process in Option C and Option D is made with Prejudice with two appeal processes available to the applicant.

APPEAL OPTION A: Resubmit the application for reconsideration by the ACC through a personal appearance before the ACC wherein the property owner may personally present the reasons why the application should be approved. There will be an application fee for this appeal process option.

APPEAL OPTION B: Submit a written application to the POA Board of Directors and General Manager with a request to appeal the decision of the ACC regarding their permit application.

This appeal application will include all previous documented actions of the ACC relative to the application process.

This appeal to the POA Board of Directors and General Manager will require a fee to cover administration costs. Fees are set by the POA Board.

ACC 6-28-11, B.O.D. 9-21-11, B.O.D. 11-14-12, B.O.D. 2-18-15
Section 1. GENERAL

In order to maintain the aesthetics of the residential character of Hot Springs Village, the following regulations shall apply to the parking and/or storage of vehicles and property, either powered or non-powered fitting the description below:

Section 2. VEHICLES STORED ON RESIDENTIAL PROPERTY

No bus, truck, recreation vehicle, motor home, camper, boat or trailer or other vehicle not normally or customarily used for personal or family transportation shall be parked or stored in the area designated as the yard of a residence nor shall it be parked on the paved driveway of a residence for a period exceeding 72 hours, (in any 2 week period) unless parked in an area approved by the A.C.C. for location and screening.

Nothing in this section shall include golf carts *or golf cart trailers in the described prohibited vehicles. (Single axle no larger than 5’x10’x3’ excluding trailer tongue & ramps).

Section 3. PARKING AND STORAGE OF COMMERCIAL VEHICLES

Vehicles used specifically for commercial purposes including but not limited to construction trucks, cargo carrying trucks and trailers and construction equipment shall not be parked in a residential area other than for the purpose of accommodating work on the premises. This is not intended to include pickup trucks and vans up to 6,000 lb. G.V.W. normally used as a source of transportation.

Section 4. ENFORCEMENT (of Sec.2 & 3 above)

Violators shall be notified in writing giving 10 days to comply. Failure to comply will result in the matter being referred to the P.O.A. Board of Directors for action under the Declaration and Protective Covenants Article VIII, Section 3(c) suspension of member’s privileges, and or fines.

Section 5. VEHICLES PARKED/STORED ON STREETS OR OTHER COMMON PROPERTY:

No vehicle, including but not limited to, automobile, truck, camper, trailer, recreational vehicle, boat or golf cart, shall be parked on a street at any time. No vehicle shall be parked or stored on the street right-of-way or other common property without the approval, in writing, of the General Manager; an exception to the street right-of-way parking prohibition is: that for a period of up to 72 hours, (in any 2 week period) parking will be permitted for the purpose of accommodating the temporary requirements of residents, their guests or visitors.

No vehicle, truck, recreation vehicle (RV), boat, trailer, motor home, camper, nor any other item displaying a “For Sale” or “For Lease,” or similar sign, shall be parked or stored on the street, street right-of-way or other common property.

Section 6. ENFORCEMENT

Violators shall be notified and given adequate time to comply. Failure to comply may result in the towing of the vehicle, trailer, R.V., etc. to an area designated by the General Manager. A towing fee and storage fee shall be paid by the violator.

Emergency clause: In the event the vehicle constitutes a hazard to public safety, the ranking Police officer or Sheriff’s Deputy in charge is authorized to have the subject vehicle towed to a P.O.A. owned storage facility and shall notify the owner as soon as possible.
Violator shall also be subject to action under Section 4 above.

Adopted 10-76, B.O.D.
Amended 8-24-83, 4-20-84, 6-27-84, 7-16-87, 8-26-87, 8-24-88, 3-25-98, *3-1-01,
2-4-08, B.O.D. 9-21-11, B.O.D. 11-14-12, 2-18-15
Article 1
GOLF FACILITIES

SECTION 1.: USE OF HOT SPRINGS VILLAGE PROPERTY OWNER ASSOCIATION GOLF FACILITIES; ELIGIBILITY FOR MEMBERSHIP PRIVILEGES:

The Property Owners Association, P.O.A., maintains and operates the golfing facilities of Hot Springs Village for the primary use and enjoyment of property owners and other persons entitled to property ownership privileges. Persons entitled to those privileges are referred to in Chapter One, Article 5; Property Owners Association Identification Cards.

SECTION 2.: ADVANCE TEE TIMES RESERVATION SYSTEM:

The P.O.A. maintains an Advance Tee Times Reservation System to enable Members to reserve tee-times up to three months prior to the desired date of play. This service is designed to serve the following HSV Member classifications. Non-Resident Members:

For tee time purposes, Non Resident Members are defined as those who reside outside the following contiguous Arkansas counties: Garland, Saline, Pulaski, Hot Spring, Johnson, Pope, Van Buren, Logan, Conway, Faulkner, Scott, Yell, Perry, Lonoke, Polk, Montgomery, Howard, Pike, Grant, Jefferson and Clark.

B. Resident Members With Guests:
For tee time purposes, Resident Members are those whose primary residence is within the twenty-one contiguous Arkansas counties listed in A. above.

C. Group Golf outings:
Groups consisting of eight (8) or more players.

D. Allotted Number of Advanced Tee Times
Residents, Residents with guest(s) and Non-Resident Members may schedule and/or play in the reserved advanced tee-times a maximum of 24 times in a calendar year. The Director of Golf must approve any waiver of this policy.

SECTION 3.: COMPUTER TEE TIME ASSIGNMENT SYSTEM:

The P.O.A. maintains a Computer Tee Time Assignment System, which is available to all persons who are entitled to property owner privileges. Participants must register and may be required to pay an annual fee to utilize the system.

Participants found abusing the use of the system are subject to suspension from using the Computer Tee Time Assignment System, thirty days’ suspension from using HSV amenities.

SECTION 4.: GUARANTEED TEE-TIME RESERVATIONS, CANCELLATION & NO-SHOW POLICIES:

A. Guaranteed Tee-Time Reservations:
The P.O.A. maintains a system whereby specified classifications of persons, who reserve advance tee-times, must guarantee payment of golf fees if the times are not canceled in a timely manner or if the player(s) do not show to play.

B. Cancellations:
The Department of Golf maintains specific guidelines, which specifies what constitutes timely and acceptable tee-time cancellation procedures. The Cancellation Policy is posted at the POA office and on the POA website.

C. No-Shows:
The Department of Golf maintains guidelines, which specifically define tee-time No-Shows:

A No-Show is a tee-time, or part of a tee-time, (player place), linked to a property owner I.D. number that is not utilized or canceled within an acceptable time period.
If tee-times are made for multiple players, under one Member I.D. Number and one or more players meet the no-show criteria, the member whose I.D. was used will be credited with the appropriate number of NO-SHOS. If the reservation is guaranteed, the guarantor will be charged the appropriate fees.

SECTION 5.: USE OF GOLF FACILITIES BY NON-MEMBERS:

The P.O.A. maintains and operates the golfing facilities of Hot Springs Village for the primary use and enjoyment of property owners and other persons entitled to membership privileges. Guests and family members of those persons with membership privileges may play by arrangement of a sponsoring member.

A. **Guests:**
   To play, a guest must be sponsored by a member or possess a valid visitor card.

B. **Family Members:**
   Designated family members are allowed to play golf at reduced rates. To be eligible for the reduced rates the family member must obtain a Family Photo ID card at the POA Administration Office. Family I.D. cards must be renewed annually for a specified fee.

   Family members who are eligible for reduced golf fees are defined in POA Policies; Chapter1; General Administration; Article 5, Property Owner Association Identification Cards; Section: 5.D.

C. **Rehabilitation Specialists:**
   Physical Therapists, Therapeutic Recreation Specialists and professional golfers, working with members who are recovering from a physical disability, and working toward regaining some or all of their golfing skills, will be allowed to work with these members at all golf practice facilities. The member must accompany the Rehabilitation Specialists, and make all necessary arrangements for them to enter the Village.

A sponsored, non-member may request and be assigned a tee time, if available, five days prior to the day of play.

As a professional courtesy, a guest of a member who is a member of the Professional Golf Association, Ladies Professional Golf Association, National Golf Course Superintendents Association and active military personnel who present proper credentials, may play golf for member fees.

SECTION 6.: COURSE RULES AND REGULATIONS:

The Department of Golf maintains and enforces golf course Rules and Regulations which are designed to protect players, employees, the golf course facilities and equipment. These Rules and Regulations also serve to create and preserve an enjoyable environment for players and preserve the integrity of the game.

SECTION 7.: RAIN CHECK POLICIES:

The P.O.A. provides for the issuance of a Rain Check to a player when inclement weather, causes discontinuance of play.

SECTION 8.: GOLF CART REGULATIONS AND POLICIES & GOLF CART FLAG PROGRAM

A. **General:**
   This section prescribes regulations governing the required equipment and operation of golf carts on Hot Springs Village golf course premises. The regulations prescribed are to enhance the safety of cart operators, passengers, players and other cart occupants and to preserve and protect the golf course properties.

   For the purposes of this section, a golf cart is defined as a motorized vehicle designed to carry two players, two golf bags and built primarily for use by players, on a golf course.

B. **Golf Cart Registration:**
1. Privately owned golf carts operated on HSV golf course premises, must be registered and display a current decal prominently on the front of the cart. The registration period is annual and for a Calendar year, January 1, through December 31.
2. The registration fee is a part of the HSV fee schedule and is established by the Board of Directors.

C. **Minimum Age and License Requirement:**
An operator of a Hot Springs Village POA owned golf cart must be eighteen (18) years of age or older unless the operator possesses his/her own valid drivers license.

D. **Enforcement:**
Enforcement of the forgoing rules or regulations will be by either or both of the following:
2. The Declaration and Protective Covenants, Article VIII, Section 3.(c).

E. **Use On Golf Courses:**
1. Use on golf courses shall be in accordance with this section and any other instructions or rules issued by the Department of Golf.
2. The cart operator will be held liable for damage to POA owned golf carts, the golf course and/or course structures or equipment that results from careless operation of a golf cart.

F. **Golf Cart Medical Flag Program:**
The POA provides a Medical Flag Program, developed and operated by the Department of Golf, which is intended to increase the opportunities for participants to operate carts off the golf cart paths in some circumstances and conditions when carts operated by non-participants are restricted to the cart paths.

**SECTION 9.: GOLF COURSE VOLUNTEER MARSHAL PROGRAM:**
The POA provides for a volunteer golf course marshal program to assist in controlling play, administering course rules and assist players in obtaining the maximum enjoyment of playing golf on HSV courses. The program is under the direction of the Director of Golf.

**SECTION 10.: POLICIES GOVERNING TOURNAMENTS, LEAGUE PLAY, HIGH SCHOOL PRACTICE AND TOURNAMENTS**

A. **Purpose:**
This section prescribes policies for regulating fees and schedules for tournaments, league play, other tournament play and policies relating to High School usage of H.S.V. golf facilities.

B. **Classification of Play:**
1. Guaranteed Tournaments:
   Tournaments conducted for H.S.V. members and guests of members who are charged fees for using the facilities.
   a. The schedule shall be established and the tournament conducted under guidelines established by the Director of Golf.

2. Non-Guaranteed Tournaments:
   Tournaments or play composed entirely of players who are members of sponsoring H.S.V. Golf Associations/leagues or a golfing event that is not designed to raise funds or for profit.
   a. The Director of Golf shall assign the number of H.S.V. Golf Association/league play days, the beginning and ending dates and the play days. That information will be posted at the POA building and on the POA web site.
   b. Other golfing event not designed for raising funds or for profit that may be scheduled.
   c. Allocated tee-times are subject to reduction by the Director of Golf following monthly reviews of the degree of utilization of these tee-times by each of the Golf Associations/leagues. For all association/league play, prizes awarded shall be gift certificates for H.S.V. Golf Shop merchandise. Any
Associations/leagues wishing to provide prizes of cash at any level must notify their members, in writing, of the USGA rules governing cash prizes. A copy of this notification will be sent to the Director of Golf.

d. Each of the Golf Associations/leagues must have acceptable by-laws on file with the Director of Golf and be represented by a Board of Directors.

e. Any Golf Association/leagues may hold Guest Play Day events on any of their respective scheduled play days, with their league’s membership approval.

3. Educational Institution’s Practice and Tournament Play.
   Golf teams of designated local schools may utilize H.S.V. golf facilities in accordance with schedules and conditions prescribed by the Director of Golf.

C. Suspension of Activities:
The Property Owners Association, through the Director of Golf, reserves the right to delay, change or cancel any activity by giving at least twenty-four (24) hours notice.

12-15-99, 9-20-00, 12-19-01, 4-17-02, 6-18-03, 4-23-04, 5-19-04, 7-21-04, 8-17-05, 2-15-06, 1-17-07, 12-16-09, 2-16-11, 3-19-14
AWARDS PROGRAM GUIDELINES OF THE
HOT SPRINGS VILLAGE
PROPERTY OWNERS’ ASSOCIATION

The Board of Directors of the Hot Springs Village Property Owners’ Association Awards Program is comprised of the following awards:

1. President’s Award
2. Recognition Award
3. Incentive Award
4. Certificate of Appreciation

The President’s Award is given to an individual, or under extraordinary circumstances to an organization, who has performed outstanding service in support of the Association or Village. There shall be only one such award given each year, if any, and only non POA employees or organizations are eligible. Current POA Board members are not eligible. The award shall be a suitable engraved plaque, tray, or medallion and is to be presented by the President at the Annual meeting. The Awards coordinator shall be a board member appointed by the president. The coordinator will review past recipients of the president’s award and be responsible for recommending possible recipients, if any, to the President, who shall make the final selection.

The Recognition Award is given by the President or designee if the recipient is a property owner, or by the General Manager, if the recipient is an employee. The Recognition Awards are given to individuals, committees, or groups who have provided outstanding service in support of the Association or Village. Current POA Board members are not eligible. These may be multiple awards in the form of framed certificates and are to be presented at the Annual meeting. Anyone may nominate a property owner or employee by submitting a name to the General Manager. The General Manager is responsible for administering the employee program and the Awards Coordinator is responsible for administering the property owner recognition program. Awards are generally based on the twelve months preceding each annual meeting.

Non-Employee Recipients: Anyone may nominate a person or group who is not an employee of the Association by submitting a letter to the Awards Coordinator. The Awards Coordinator will make recommendations to the President for suitable action. The Award Coordinator is responsible for administering the non-POA Employee Program.

The Incentive Award is given to an employee who has developed a process, procedure, or policy that results in significant savings of money or human energy. The General Manager and Treasurer are not eligible. These may be multiple awards in any given year, and are to be cash awards to be determined by the General Manager and Board. The awards are to be presented by the General Manager at the annual meeting. Anyone may nominate an employee by submitting a name to the General Manager, who is responsible for administering the program. Awards are generally based on the twelve months preceding each annual meeting.

The Certificate of Appreciation is presented at the Annual Meeting to each standing and ad hoc committee member whose term on a committee has ended, or who has resigned during the year, prior to the annual meeting.
Chapter Seven Guidelines, Article 2

GUIDELINES
STANDING COMMITTEE SELECTIONS PROCESS
HOT SPRINGS VILLAGE PROPERTY OWNERS' ASSOCIATION

The Board of Directors will use the following process in reviewing applications for POA Standing Committees prior to making recommendations for appointment.

1. Any person interested in serving on a specific Standing Committee should complete an application form and file it with the office of the General Manager.

2. A determination will be made whether the applicant is a member in good standing of the Hot springs Village Property Owners' Association at the time application is submitted. If the applicant is not a member in good standing, the application will be rejected and a written explanation will be mailed to the applicant.

3. Copies of applications of all eligible applicants will be sent the committee chairperson and the POA Board and staff liaisons. They shall jointly make recommendations on committee vacancies, which will be advanced to the Board through the Board liaison.

4. Prior to submitting any applicant/nominee for recommendation to the Board, there will be a personal interview conducted on all applicants under consideration for appointment. The interview team will consist of the committee chairperson, Board liaison, and staff liaison; criteria for conducting the interview and procedures to be used will be adopted in advance.

5. Letters confirming appointment to a committee will be prepared and mailed by the office of the General Manager.

6. The office of the General Manager will keep applications for a period of one year in the event further vacancies occur on the committee.

7. When a vacancy occurs on a Standing Committee, on-file applications will be forwarded to the committee chairperson.
   a. With respect to mid-term vacancies, no property owner who has been appointed to another Standing Committee during the current term-year may be eligible to be appointed to fill the vacancy.

Revised and Adopted 8-26-98 BOD, 10-28-98, BOD, 11-20-98, 10-17-07
Chapter Seven Guidelines, Article 3

GUIDELINES
CHAIRPERSONS OF STANDING COMMITTEES
THE HOT SPRINGS VILLAGE PROPERTY OWNERS' ASSOCIATION

1. The Board of Directors of the Property Owners' Association have established Standing Committees which serve in an advisory capacity to the Board, either directly or indirectly through POA staff depending on the committee's charter. Refer to Article XII, Section 1, of the POA By-Laws for designations.

2. Each committee has a charter that states the purpose, organization and appointment, duties and responsibilities, limitations, meetings, reports, and other information.

3. These guidelines are provided to assist the committee in carrying out its responsibilities.

4. A member of the Board of Directors serves as liaison between the Board and the committee, providing communications between the committee and the Board.

5. A member of the POA staff serves as liaison between Administration and the committee regardless if it reports indirectly to POA staff or directly to the Board.

6. The President of the POA Board of Directors or his designee will annually convene the chairpersons of the Standing Committees during the month of May to discuss these guidelines.

7. Monthly responsibilities:
   a. Attend workshops and meetings of the Board of Directors. May address the Board at each meeting. May be called upon to address questions from the Board or staff concerning committee minutes.
   b. Notify the POA Board and Staff Liaisons of any committee vacancy as soon as possible.
   c. Challenge the committee members to look to the future during their discussions and to make recommendations that are financially justified and in the best interest of all property owners.

8. January responsibilities:
   a. Determine which current committee members will leave the committee at the end of the committee year in April.
   b. Encourage committee members to contact property owners they believe would make productive committee members and encourage them to complete an application to POA Administration. Refer to POA Operating Policies, Chapter 7, Article 2.A for the Standing Committee Application Form.

9. March activities:
   a. The chairperson will prepare an annual report of committee activities and accomplishments through February and submit to the Board by March 31st of the succeeding year.
   b. The Board of Directors appoints new committee members to serve for the next committee term that begins at the April committee meeting.
   c. The chairperson should invite the newly appointed committee members to the April committee meeting.

10. April activities:
    a. The POA Board Liaison will conduct election of officers of the committee. The Chair, Vice Chair and Secretary shall be chosen annually by majority vote of the new committee immediately after the adjournment of the April committee meeting. The chairperson shall be elected for a term of one year and may not succeed himself/herself unless the Board grants special approval.
    b. The chairperson will distribute copies of the committee's charter to each member and ask them to review prior to the May meeting.

11. May activities:
a. The chairperson will lead a discussion of Article XII and the committee's charter to ensure members understand their purpose, duties, and limitations.

b. The chairperson will ensure the committee leadership is aware of their responsibilities, including timely submittal of minutes to the General Manager's office.

10-17-07, Rev. 1-16-08, 4-15-09
Guidelines for Public Works Committee

Building Maintenance Inspection Program

1) Purpose – The purpose of this document is to provide basic operating guidelines for use by the Public Works Committee for the inspection of buildings and related appurtenances. The objective of this inspection is to ascertain the physical condition of the buildings and determine any maintenance, either emergency or planned, that is required to maintain them in a safe and pleasingly acceptable condition for use by the facility operator and users.

2) Authority – Authority for the conduct of these inspections is derived from Paragraph IV.A. of the Public Works Committee Charter.

3) Frequency & Timing – Buildings shall be inspected annually and at such other times as may be requested by the Public Works Director. Inspections shall generally be conducted in May of each year so as to allow timely completion of the inspection reports and review of the reports by the Public Works Department and/or each building manager prior to the POA annual budgeting process which begins in July.

4) Guidelines – Basic guidelines for the conduct of the inspection are as follows:
   a) Each inspection shall be conducted by two or more members of the Public Works Committee.
   b) Inspection forms will be initiated by the public works secretary for each building. A copy of the previous year’s inspection report will be attached to each of the new forms.
   c) The executive assistant to the General Manager will provide a current status report on the previous year’s work items prior to the conduct of the current inspections.
   d) POA management shall notify the various department heads that have jurisdiction over buildings of when the inspection is scheduled to be conducted. The department heads shall advise the name of the individual who will coordinate with the inspection team for each building and notify that individual that the inspection is being scheduled.
   e) The inspection team shall contact the above designated individuals and arrange a mutually convenient time to inspect each building.
   f) Prior to the inspection the inspection team shall determine what items from last year’s inspection have not been completed. In general these items will not be noted again if comments on the inspection status sheet indicate that the item is not needed. If an item is active, but delayed for a valid reason (e.g., budget considerations) the item will be transferred to the new inspection form with a note as to the reason for not completing the work to date.
   g) The facility manager or his designated representative will accompany the members of the Public Works Committee on the inspection tour of the building.
      i) The facility manager or representative shall facilitate the inspection through the provision of access and keys for all portions of the building.
      ii) The inspection team shall inquire of the facility manager or his representative whether any significant changes have been made during the last year to the building being inspected.
      iii) The inspection team shall ask the facility manager or his representative whether he has any concerns about the building and its maintenance, and to indicate any problem areas of which he is aware.
   h) The inspection will include the designated building; all items that are permanently affixed to the building; and adjacent sidewalks, landscape structures, parking lots, and such other structures as may support the main building’s operation.
   i) The inspection shall specifically exclude the following, and similar items
      i) Kitchen and bar furnishings and equipment;
      ii) Pro Shop counters, racks, and display cases;
Office furnishings and equipment;
Chairs, tables, TV’s, public address systems, telephones, vending machines and similar items;
Fire protection items which are inspected by the fire department; and
Building roofs.

j) Inspection of the special systems listed below shall be made by qualified POA personnel and scheduled separately by the Public Works Department. The Public Works Committee inspection of these systems shall consist of general observation of their condition and flagging of any observed issues for follow up by professional personnel.
HVAC equipment;
Electrical including lighting and power;
Plumbing;
Mechanical equipment such as pumps, ball machines, water treatment equipment, and similar items; and
Roofs.

k) The Public Works Committee, in conjunction with the Public Works Department, shall develop inspection criteria to define the standards to be followed during the inspection. This document shall indicate the items to be inspected and serve as a guide for the inspection process.

5) Deficiency Ratings – In general the personnel performing the inspection shall not prioritize the work items found for the responsible department. The following, however, will be flagged for special attention:
   a) Items that constitute an immediate hazard to personnel or the facilities (e.g., fire hazards, tripping or overhead hazards).
   b) Items where inattention may result in further damage or deterioration of the facility (e.g., leaks, significant structural damage).

6) Out Briefing – At the conclusion of each inspection the inspection team shall brief the facility manager or his designated representative on those findings it intends to include in its report and answer any questions the manager or representative may have about the findings.

7) Reporting –
   a) The results of each inspection shall be recorded on a standard form --- one per building.
   b) The report shall identify any deficiencies found. The method and timing of any repair work shall be left up to the Public Works Department and the facility manager.
   c) Each building shall be identified by a unique number.
   d) Photographs shall be taken of any deficiencies reported when doing so is necessary or helpful in defining the nature and scope of the deficiency. These photographs will be referenced in and appended to the report.
   e) The inspection report and its appended photographs shall be submitted to the General Manager and the Public Works Director for further distribution to the agencies responsible for resolution of any deficiencies reported.
   f) The Public Works Department shall maintain a file of the reports for inspection by the Board of Directors, the Public Works Committee, and any other interested POA departments.
   g) A copy of the current inspection reporting form is attached as Appendix A.

8) Special Inspections – The Public Works Department may, from time to time, request the Public Works Committee to perform special or additional inspections other than those contemplated above. In such a case the timing, scope, and criteria for this activity will be agreed between the Public Works Department and the Public Works Committee.

Appendix A --- Report Form
Appendix A – Report Form
Building Inspection 2010

BUILDING AND NO.:  

DEPARTMENT HEAD (Name/Phone No.):  
MANAGER/SUPERINTENDENT (Name/Phone No.):  
INSPECTORS (Names/Contact No.):  
DATE INSPECTED:  

1. INTERIOR BUILDING MAINTENANCE: 

2. EXTERIOR BUILDING MAINTENANCE: 

3. PARKING AREAS & GROUNDS: 

4. SAFETY ISSUES:
MAJOR CONSTRUCTION
AND REMODELING GUIDELINES
FOR POA PROJECTS

These guidelines have been approved by the Board of Directors and are to be observed by POA Staff Departments and Standing Committees when undertaking construction and remodeling projects which require the approval of the Board of Directors. The primary purposes served by these Guidelines are: 1) assure consideration of all major project related aspects early in the planning phase, and 2) assure reasonably efforts to provide the Board with total (turnkey) costs before final project approval is given.

Generally, a project presentation would first be made to the Board to substantiate the need for the project. The presentation would include (for example) appropriate statistical data on present and anticipated usage, anticipated impact on operating budgets, and alternatives considered and rejected. It is understood that some complex, major products, even “ballpark” construction cost estimates cannot reasonably be made without the expenditures of architectural and/or engineering services. In those cases, it is also necessary that Staff and Standing Committees will have been sufficiently persuasive in their project presentation to the Board that a project planning budget will be approved (approval of planning expenditures is for the purpose of completing the Guidelines, and does not commit the Board to project completion).

The POA Project Manager will be responsible to oversee all assigned major projects, including design, cost estimates and construction oversight.

GUIDELINES

• Description of project
  - Purpose
  - Function
  - Physical description

• Need
• Alternatives or other options
  - Relation to other projects (where appropriate)
• Rough estimate of cost

Adopted 7-22-98, 2-6-02, 3-6-02, 3-20-02, 10-17-07