

ARCHITECTURAL COMMITTEE PROCEDURES

- I. Receiving Application for Exterior Improvements:
 1. Applications can be submitted through the designated electronic software, e-mailed to the Architectural Committee (referred to herein as “Committee”), or delivered by hard copy to the Club office.
 - A. Applications submitted to the office are scanned and sent to the Architectural Committee email.
 - B. Whenever possible, these scans should be in color so Committee members can properly evaluate the request.
 - C. Hard copies are put into the Architectural Committee mailbox in the club office.
 2. The Chairperson or designee creates an Architectural Review in the designated software and ensures the application and attachments are uploaded to the homeowner’s electronic file. The submission’s initial status is “Received.”
 3. Upon receipt of an application and plans, the Chairperson or designee reviews the submission for overall completeness.
 4. Upon review, if the application and/or plans are found to be incomplete the homeowner is contacted via email, phone, or in person to obtain additional information.
 - A. The status of the electronic record of the Architectural Review is changed to “More Information Needed.”
 - B. All additional information, including but not limited to photographs, emails, letters, and feedback from other homeowners, are also uploaded to the electronic file.
 - C. If a homeowner is not responsive to request for additional information, any matter in “More Information Needed” status for more than six months may be closed out with proper notification to the homeowner.
- II. Processing Applications for Exterior Improvements:
 1. To expedite requests, complete electronic project information may be emailed to Architectural Committee members for review and approval through the designated software.
 - A. If there are questions or concerns, Committee members have the option of sending an electronic message to all other members, which is recorded in the software, or requesting the submission be reviewed at the next architectural meeting.
 - B. If the homeowner plans to attend the Architectural Committee meeting, electronic approval will not be pursued.
 2. Plans/application may also be reviewed at the Architectural Committee meetings.
 3. If there are questions or concerns about a proposed project that cannot be resolved through electronic or verbal communication with the homeowner and/or Committee discussions:
 - A. The homeowner may be invited to the next Architectural Committee meeting to further describe their plans, or
 - B. The Chairperson and at least one Committee member may arrange a visit with the homeowners at the property to review the proposed plans on site.
- III. Approval of Exterior Improvement requests:
 1. Authorizing Exterior Improvement requests during Committee meetings or via electronic submission requires a majority of the members’ approval.
 - A. For electronic reviews the software records each Committee member’s vote, until a majority approval is reached.
 - B. Any submission sent for electronic review that was not yet approved by a majority of the members within the designated software will be reviewed by the whole Committee

- at the time of the next meeting.
 - C. For those reviewed during Committee meetings, the Chairperson or designee logs an “Action” indicating the matter was reviewed by the Committee, who was present, and that the request was approved.
 - D. Any dissenting members may request to have their concerns recorded as well.
 - 2. The status of the electronic record of the Architectural Review is changed to “Under Review.”
 - 3. Within 72 hours of either type of approval, the Chairperson or designee generates the approval letter under the homeowner’s profile/submission in the designated software.
 - A. Whenever possible, the pre-formatted letter generator and/or standard language uploaded to the electronic software should be used.
 - B. If there is an email on file, the approval will be immediately sent to the address through the designated software.
 - C. If there is no email, the designee at the club will be notified of the letter in the software that needs to be sent through the USPS.
 - 4. The status of the electronic record of the Architectural Review is changed to “Approved”.
- IV. Denial of Exterior Improvement requests:
- 1. If the Architectural Committee determines there is/are specific Architectural Guideline(s) which preclude approval of a submitted Exterior Improvement plan, the Chairperson or designee will generate a denial letter.
 - A. Whenever possible the pre-formatted letter generator in the electronic software should be used.
 - B. All denial letters must explain the reason for the denial and explain the variance process.
 - 2. The status of the electronic record of the Architectural Review is changed to “Denied”.
- V. Processing CC&R Violations
- 1. Complaints/concerns may be observed/documented by Committee or community members, submitted through the designated electronic software, e-mailed to the Architectural Committee, or delivered by hard copy to the Club office.
 - 2. Upon receipt of a complaint form alleging a possible Architectural Guideline violation, the Chairperson or designee first determines if the complaint falls under the jurisdiction of the Architectural Committee.
 - A. If it is determined that the complaint is not appropriate for Architectural Committee action (for example: barking dogs, vehicles parked excessively long on the street) the Chairperson or designee will send a letter to the person submitting the concern, including information on who should be contacted.
 - 3. If the complaint falls under the jurisdiction of the Architectural Guideline or CC&R’s the Chairperson or designee records the complaint in the designated software under the profile of the submitting homeowner.
 - A. The Chairperson or designee generates a letter using the pre-formatted letter generator to thank the homeowner for their assistance.
 - B. If there is an email on file, the letter will be immediately sent via email through the designated software.
 - C. If there is no email, the designee at the club will be notified of the letter in the software that needs to be sent through the USPS.
 - 4. If the complaint falls under the jurisdiction of the Architectural Guideline or CC&R’s the Chairperson or designee also creates a Violation review in the designated software under the homeowner’s electronic file. This also applies to violations observed by Committee members.

- A. The entry must contain the correct “rule violated” so the designated software can successfully merge the appropriate language into all correspondence.
 - B. The initial status of all violations is “In Progress”.
 - C. If necessary, the Chairperson or designee makes a site visit to the property to gather additional information and photograph the area of concern.
 - D. All additional information, including but not limited to photographs, emails, letters, and feedback from other homeowners, are also uploaded to the electronic violation file.
5. If a violation is determined valid by the Chairperson, designee, or the Committee, the Committee determines the level of response:
- A. Quick Fix reminder – Brief reminder to address a minor, easily fixed violation
 - (1) All Committee members have individual authority to send this level of notice without full committee review.
 - (2) If a Quick Fix reminder is sent, the Committee member should report it at the next full meeting.
 - (3) All Committee members may also elect to bring all observed violations to the full committee.
 - B. Courtesy letter – Short letter requesting the homeowner bring the yard into compliance or submit a plan to address the violation(s) requiring some time to remedy
 - C. First Letter – Initiation of formal violation proceedings for complex or repeated violations
6. All violation correspondence will include:
- A. A description of the violation
 - B. A quotation of the applicable Architectural Guidelines or CC&R section (formatted in the designated software)
 - C. The action necessary to resolve the violation
 - D. The timeframe for the homeowner to bring the property into compliance
7. Within 72 hours the Chairperson or designee generates the appropriate letter under the homeowner’s profile/violation in the designated software.
- A. Whenever possible, the Chairperson or designee generates the appropriate correspondence using the pre-formatted letter generator to notify homeowner of the shortcoming.
 - B. All First Letter notices must include a copy of the Board of Directors Policy for Processing CC&R violations.
 - C. If there is an email on file, the notice will be immediately sent to the address through the designated software.
 - D. If there is no email, the designee at the club will be notified of the letter in the software that needs to be sent through the USPS.
8. Once the violation has been addressed, verified by a review of Committee member(s), the status of the violation in the designated software is changed to “Corrected”.
- A. When possible, this review should include photographic documentation uploaded to the designated software.
 - B. The Chairperson or designee may send a notice via email to the homeowner indicating the matter has been marked as corrected.
 - C. The Committee has discretion to allow additional time to correct an issue as long as the homeowner is working towards a resolution.
9. If the homeowner fails to respond/address the matter within the time frame stated in the letter, the Architectural Committee refers the matter to the Board of Directors.
- A. The Chairperson or designee generates a Second Letter using the pre-formatted letter

- generator to notify homeowner of the shortcoming.
- B. All Second Letter notices must include a copy of the First Letter and the Board of Directors Policy for Processing CC&R violations.
 - C. Second letters are from the Board of Directors, so they will be sent via the United States Postal Service.
 - D. The designee at the club will be notified of the generation of all Second Letters in the software. The designee at the Club will:
 - (a) Print the letter and attachments
 - (b) Obtain a signature from the Board President
 - (c) Mail the documents to the homeowner through the USPS
10. The Policy for Processing CC&R Violations dictates the escalation of intervention and fining until the matter is resolved.