

## **THVI New Board Member Orientation Outline**

### **March 2025**

**Introductions of new members** – background and interests

**THVI Vision Statement:** Townhouse VI strives to be a socially connected, effectively governed community, with well-maintained homes, common areas and streets that help support neighborhood property values.

**Board Mission Statement:** Facilitate moving the association toward the vision.

#### **Association Basics**

- 1) Arizona Planned Community Act – state laws governing HOAs.
- 2) Our Community Documents – know what they cover then use as needed.
  - a. CC&Rs – Covenants, Conditions, and Restrictions – our primary rule book
  - b. Articles of Incorporation – we are a 501c3 non-profit Association
  - c. Bylaws – how we conduct our business, the board can change these
- 3) Policies, Guidelines and Procedures – Policies and Guidelines are written rules in certain areas that need more in depth explanation. They are enforceable similar to CC&Rs
- 4) Organization Structure
  - a. Board – Officers – runs the business of the organization
  - b. Standing Committees – set up by the board and support certain areas
  - c. Ad Hoc Committees – set up by the board to address defined issues
  - d. Volunteers – makes the HOA run
- 5) Finances
  - a. Yearly budget approved by the board with financial results presented at each board meeting
  - b. Road's reserve fund – try to minimize special assessments. This is important to review annually by monitoring interest rates and material costs.
  - c. Operating funds – maintain around \$40,000 to \$50,000 with a \$45,000 target to have a cushion for unexpected expenses as litigation could cost \$30,000 per case, landscape costs can change year to year, etc. Increase or decrease dues to maintain the target.
  - d. Yearly Financial Reviews – Not as in depth as a full audit. Conducted by the Finance Committee.
  - e. Dues – Reviewed annually to maintain the Road and Operating funds.
- 6) Insurance – review every three years
- 7) Legal - HOA lawyer – currently Goldschmidt / Shupe in Tucson

#### **Board Member Responsibilities**

- 1) Fiduciary
  - a. look out for the best interest of the HOA as a whole
  - b. We are a business therefore set aside personal agenda

- 2) Obligation to protect private information
- 3) See Board Member code of conduct below

### **Recent History**

- 1) Vision/Mission has been written
- 2) Updated Community Documents (A of I, Bylaws, CC&Rs) – Use Restriction section 8 in CC&Rs.
- 3) New Policies and Guidelines
  - a. Landscaping Guidelines – views vs. trees, homeowner input,
  - b. Architecture Guidelines – approves physical changes to homes, yards, lighting, etc.
  - c. Enforcement Policy – objective is to get the attention of the rule violator. Can result in fines or other actions. Recent examples:
  - d. Finance Policy/Committee
- 4) Website
- 5) Repaving and Resealing – Roads last around 30 to 35 years if resealed routinely. A reserve fund is set up to minimize any need for large special assessments.
- 6) Reserve study in 2024; redo every 3-5 years
- 7) Erosion Prevention/Alegria Drainage
- 8) Concerns Procedure
- 9) Town Hall meetings
- 10) Common Area maintenance added to budget as a line item
- 11) Secretarial role defined / distributed (2024) – see Administrative Task Matrix below

### **Future Direction**

- 1) Maintaining a Parking Lot of ideas as they come up from residents for potential action.
- 2) Board Planning meeting in April – self-evaluation of the HOA's strengths, weaknesses, outside influences – review parking lot of ideas and set priorities for any new projects and responsibilities.

### **Expectations**

- 1) Know how the organization works. Be able to communicate it to the Association members.
- 2) Once the board makes a decision support the decision and be able to explain it.
- 3) Participate in maintaining the organization – health of the board and committees
- 4) Seek out any issues in the community (what's working, what's not) and communicate it to the board.
- 5) See code of conduct below
- 6) Board Meetings – Give input on the agenda, keep to the agenda, minimize surprises in the meeting, keep to the business at hand and the meeting will not be lengthy.

### **Resources**

- 1) HOAleader.com
  - a. Has a Search feature

- b. White papers on subjects (enforcement, financials, etc.)
  - c. Webinars (must pay for these but we now have a small budget for board training)
- 2) Internet – use the search feature
- 3) Current and past board members
- 4) Business Calendar – See the website under Documents
- 5) Governing Documents – See the website under Documents
- 6) Finances – Budget and Results – See the website under Residents/Finances

### **Where can you help?**

1. Keep an eye out for future board and committee members. We are looking for a variety of talents from financial and legal to organizational and leadership.
2. Help on a committee
3. Help with special projects

**Note:** Board members overall direction is to fulfill the HOA's Vision Statement. But we need to remember to enjoy ourselves while doing it. We are not here to be overworked or over stressed. Share the workload, ask for help when needed, and enjoy your time in the Valley.

### **Code of Conduct for Board Members**

- 1) Commit your time. If you agree to be a board member, make your service a priority. Expect to attend as many meetings as you can and attend almost all of them.
- 2) Know your rules, your budget, and your neighborhood. Read, reread, and be well versed in your governing documents and prior minutes. Those documents are your foundation. Read all relevant materials before meetings so you're prepared to discuss issues and make sound decisions. Be very well versed in your association's budgetary requirements and restraints. Know how your property is maintained.
- 3) Remember your fiduciary duties. Recognize that board members operate in a fiduciary capacity, which means you're entrusted with the operation of the association and doing what's in the association's best interest. Avoid any conflict of interest.
- 4) Acting in the association's best interest also means making decisions on the merits, not because you have an ax to grind or a personal agenda. Don't solicit or accept gifts, gratuities, or favors, especially with those given with the intent of influencing a decision. Don't seek preferential treatment from board members, committees, or contractors.
- 5) Always comply with your governing documents and relevant laws.
- 6) Use competitive bidding. The easiest way to avoid the appearance of impropriety in association contracts is to seek competitive bids for all projects over a certain amount, say \$500.

- 7) Work within the association's framework and refrain from unilateral action. Discuss board business only at board meetings, not at ad hoc meetings. And remember that the board speaks with one voice. If there's a board decision you disagree with, once it's made, support it.
- 8) Always exhibit professional behavior. Treat your constituents—homeowners— with respect and decency. You'll be surprised at how many problems don't happen when there's open dialogue between the board and association members. Don't harass association members or residents, and refrain from defaming anyone in the community.
- 9) Maintain confidentiality of association matters when it's appropriate. For example, if your association is involved in litigation with an owner, you should never discuss board actions and decisions about the litigation outside board meetings—ever.

# TH VI HOA Administrative Task Matrix

Key

- R Responsible - does the task
- A Accountable - makes sure task is completed
- C Consulted - supplies key information or expertise to the R person
- I Informed - keep appraised of status

Area	Task	Sub-task	Board President	Board Treasurer	Board Secretary	Technical Specialist	Communication Manager
Board Administration	Organize and document Board meetings	Arrange for room with GVR	A	-	R	-	-
		Send agenda, meeting notice, documents for review to Board	A	-	R	-	-
		Drafting and approval of meeting minutes	I	-	A,R	-	-
		Other within-Board communications	I	-	A,R	-	-
	Maintain HOA key non-financial records per Document Retention Policy	Maintain reference copies of: 1) insurance policy 2) state and federal required records 3) governing documents and policies	-	-	A,R		-
		Keep website governing document postings up to date	-	-	A	R	-
Annual Member documents	Annual HOA member mailing (November)	Prepare and print: 1) Dues notice 2) Homeowner's statement 3) Board Ballots 4) Board candidate resumes	-	-	A,C	-	R
		Prepare mailing list and labels	-	-	A	R	-
		Mail annual documents packages	I	-	A	R	-

	Monitor TH VI PO box weekly (every second day in December)		-	-	A,R	-	-
	Dues checks deposit and recording		-	A,R	R (backup)	-	-
<b>Area</b>	<b>Task</b>	<b>Sub-task</b>	<b>Board President</b>	<b>Board Treasurer</b>	<b>Board Secretary</b>	<b>Technical Specialist</b>	<b>Communication Manager</b>
Misc.	Sign checks and correspondence as needed		A	A,R	R	-	-
	Make GVR room arrangements for TH VI groups (e.g., Social Committee)		-	-	R	-	-
	Contact for storage unit key		-	-	A,R	-	-
HOA Communications	Monitor HOA email address and 'contact Governance' requests from the TH VI website and forward to appropriate person		I,C	-	-	-	A,R
	Manage tenant forms, tenants list, and storage in address file		-	-	-	-	A,R
	Manage communications sent HOA-wide to residents		A	-	-	-	R
	Maintain HOA resident database & access list		-	-	-	A,R	I
HOA Information Management	Maintain HOA website	Keep contents current	C	-	C	A,R	C
		Monitor website contractor	-	-		A,R	-
	Manage cloud file storage		C	-	C	A,R	-
	Maintain digital file for HOA residents' dues payments		-	A	-	R	-
	Maintain home sales process and records	Prepare, print, and mail required documents	-	I	-	A,R	-
		Add required documents to Address Files	-	-	-	A,R	-
	Maintain Address Files		-	-	-	A,R	-