

Director and Officer Duties, and Facilities Manager

All directors and officers are subject, but not limited, to the following responsibilities listed in this document as authorized by WHA By-Laws, Article VI, Section 5, last sentence

Updated March **12, 2022**

President

Roles and Responsibilities found in WHA By-Laws, Article VII

- The President shall, when present, preside at all meetings of the Corporation and of the Board of Directors.
- He or she may, in the absence or disability of the Treasurer, sign or endorse checks, drafts, and notes.
- The President must be an ex-officio member of all committees.
- He or she shall have such usual powers of supervision and management as may pertain to the office of the President and perform such duties as may be designated by the Board.
- The President shall be responsible for hiring and reviewing a Facilities Manager.
- The President shall be responsible for appointing legal counsel. See Art. VII, Sec. 2.
- The President is responsible for the relationship with legal counsel and interacting with legal counsel under the retainer services. Since 2019 our Legal counsel is Greg Chandler with Eads Murray and Pugh.
- The President will provide legal counsel with the most up to date list of Board members names and their email addresses.
- The President shall read and be familiar with the Employment and Occupancy Agreement signed November 2020 for the Facilities Managers, and is responsible for any updates or changes.
- The President has the responsibility of administrative oversight for the Facilities Manager and refer to the SOP for these responsibilities.
- He or she will prepare an article for the WHA Acorn newsletter every time it is published.
- The President shall organize and run both the Annual and Monthly Board Meetings.
- The President shall prepare an agenda for each monthly Board meeting.
- Prior to the annual meeting the President shall update the Director and Officer Duties.
- Optional if dinner is held: Thank outgoing officers at the Annual Board Recognition Dinner.
- Answer questions from members that are submitted from time to time, or forward the questions to the appropriate Board member.
- Must be willing and able to address issues and mediate issues between board members and/or neighbors of the Woodlands Homeowners Association.
- The President will assist the Treasurer with preparing the new budget for the upcoming year and review the budget with the Treasurer and the Vice President.
- The President shall be added as an authorized user to all WHOA bank accounts and may, in the absence or disability of the Treasurer, sign or endorse checks, drafts, and notes.
- The President's duties include training the Vice President. These are two-year, rotating terms between Vice President (year 1) and President (year 2).
- At the Annual Meeting, after the report by the chair of the Nominating Committee, the President shall call for nominations from the floor (WHA By-Laws, Art. VIII, Sec. 1, pg. 6).
- The President shall pursue risk mitigation strategies with multi-year plans.

- The President shall be an ex-officio member of all committees.
- The President will assist Directors with contracting.
- The President will champion modernization and evolution of WHOA Declarations of Covenants and Restrictions, Plat Covenants and Restrictions, Amended Articles of Incorporation, and Code of By-Laws.
- The President, along with the Treasurer, shall be responsible for overdue accounts (contacting members whose annual dues are unpaid, collecting unpaid dues, filing liens, and oversight of liens). The President may enlist the help of other Board members to help with overdue accounts.
- The President shall work with the Treasurer to oversee the WHOA insurance package and coverages, and the Workers Compensation insurance coverage with the insurance carrier.
- The Facilities Managers are employed by the WHA Board and will report in a supervisory manner to the President who has administrative responsibility for the Facilities Managers.
- The President shall conduct an annual evaluation of the Facilities Manager every year: seek feedback from the Board members, assemble feedback, and deliver feedback to the Facilities Managers.
- The existing President shall turn over to his or her successor all work in process, objectives, notes, and priorities from the existing President's previous term and shall work with his or her successor to assure smooth transition to the incoming President.

Vice President

Roles and Responsibilities found in WHA By-Laws, Article VII

- The Vice President shall, in the absence of the President, possess all the powers and perform all the duties of the office of the President.
- The Vice President shall perform such other duties as the President and the Board of Directors may assign.
- He or she may prepare an article for the WHA Acorn newsletter every time it is published.
- Must be willing and able to help the President address issues and mediate issues between board members and/or neighbors of the Woodlands Homeowners Association.
- Must commit to a two-year, rotating term between Vice President (year 1) and President (year 2) and learn from the President as he/she performs his/her duties and responsibilities.
- The Vice President has the role of website owner working closely with the website administrator to maintain and update neighborhood website content and may seek help from other Board members. This role updates website content for other Board members.
- The Vice President will assist the current President and Treasurer with preparing the new budget for the upcoming year and review the budget with the Treasurer and the President
- Prepare a list of prospective Board of Director and Officer candidates by October each year. In October/November, the Vice President, with Board consent, shall appoint a Nominating Committee of between 3 - 5 members. The Vice President shall chair the Nominating Committee. The Nominating Committee shall prepare the slate of candidates to replace outgoing officers and directors and present this slate to the Board by December. The Vice President shall communicate via email or USPS this slate report to the WHOA membership at least 10 days prior to the Annual Meeting.
- The Vice President shall contribute to risk mitigation strategies and multi-year plans.
- VP will mentor prospective members for future WHOA Board positions.
- The existing Vice President shall turn over to his or her successor all work in process, objectives, notes, and priorities and shall work with his or her successor to assure and achieve a smooth transition to the incoming Vice President.

Treasurer

Roles and Responsibilities found in WHA By-Laws, Article VII

- The Treasurer shall have charge and custody of and be responsible for all funds and securities of the Corporation.
- The Treasurer shall deposit funds at such banks or depositories as the Board of Directors may designate.
- The Treasurer shall submit a financial report and budget forecast to the membership at the Annual Meeting and, in general, perform all duties incident to the office.
- The Treasurer will provide a financial report at each regular Board of Directors meeting.
- The Treasurer shall obtain an independent examination of the books by a certified public accountant of the Corporation at least every other year.
- The existing Treasurer shall turn over to his or her successor all work in process, objectives, notes, contacts, and priorities and shall work with his or her successor to assure and achieve a smooth transition to the incoming Treasurer

Additional Requirements and Responsibilities:

- Need personal laptop
- Proficiency with Quick Books application required
- Understand the services we receive from Kyle Platt ccpga, cpa under the services agreement.
- Outgoing Treasurer to assist with the Merchant Services setup and transition of the WHOA Merchants Services account to the incoming Treasurer so that the new Treasurer is recognized by Merchants Services as having the authority to interact.
- Become familiar with and interact with Merchant Services
- Maintain bank accounts and reconcile bank statements (NBol, Chase and PNC) monthly
- Maintain relationship with bank (National Bank of Indianapolis)
- Maintain relationship with Chase Bank (this is the bank account and debit card used by the Facilities Manager).
- Work with outgoing Treasurer or President to be added as an authorized user to all Bank accounts in March after annual meeting (signature card)
- Keep signatory cards up to date with banks
- Pay bills regularly and on time (bills that go to Clubhouse address via USPS are gathered up by Facilities Manager (employee) and delivered to Treasurer, usually put in mailbox and Facilities Manager (employee) will text you that you have mail).
- Work with Kyle Platt, CPA to understand how payroll will be set up and handled, how payroll will be submitted and entered into QuickBooks, and who is responsible for submitting hourly time worked per week.
- Manage payroll setup with Kyle Platt, CPA so employees (guards and tennis instructors) timely paid
- Month to month tracking/posting to Excel spreadsheet (or similar application) of expenses to sub-accounts to show how expenses are trending to budget forecast.

- Require reimbursement forms from Directors for reimbursement of out of pocket expenses.
- The Treasurer shall work with the President and share responsibility for overdue accounts (contacting members whose dues are unpaid, collecting unpaid dues, providing ledgers if filing liens, and oversight of liens).
- Work along with the President to oversee WHOA Insurance package and coverages, and the Workers Compensation insurance coverage with insurance carrier and agent. Respond to Workers Compensation audit in June every year and obtain information on employee salaries to report in the audit.
- **Website Hosting Subscription and Domain Registration Subscription:**
Since 2006, WHOA has been on the same plan with DreamHost (2 yr. subscription) for website hosting (including Wordpress) and domain re-registration of woodlandshomeowners.org. We have an account with DreamHost (this has a username and password). The name on the account is in the name of an **individual** and as of 2021 will be the name of the Treasurer's name. The **Account Name** is "woodlandshomeowners.org Hosting." Every two (2) years we get an email notification to renew the subscription (and pay the renewal fee) for the domain name and the website hosting. DreamHost sends reminders a few months in advance before the current subscription expires. The last renewal was in March 2021 and runs for 2 years through March 31, 2023. The renewal is done via credit card payment.
- The previous relationship with an accountant was for tax preparation only. Tim Read CPA Werks was our contact 317-507-9589

Tim Read, CPA
CPAWerks.com, LLC
Tel. 317-507-9589
Tread@CPAWerks.com

- In December 2020, the WHOA contracted with Kyle Platt ccpga, cpa for professional accounting services, filing taxes, access to hosted QuickBooks, etc.
- Fiscal year end is February every year.
- Treasurer is responsible for working with accountant to pay quarterly taxes.
- Responsible for budget planning with Board and finalizing budget for March annual meeting:
 - August – October: collect list of project wants (nice to have) and needs (must have);
 - October – collect quotes from Board members for wants and needs;
 - November – build budget from previous year data and add in the wants and needs that will typically be one-time expenses;
 - December Board meeting – send draft budget to Board members as pre-read and review budget; Board to approve budget at December Board meeting.

- Early January – finalize budget as this will be sent to the membership in February;
 - February – work with Membership Director and send final financial update for previous year and budget forecast for next year to membership;
 - March annual meeting – work with Membership Director to provide copies of financial update and budget forecast to membership present and have vote to approve the budget.
- January through April dues assessments:
 - Work with Membership Director to get dues checks (this is a 2-step process where first entry in QuickBooks is by Membership Director, then second step is a cross-check by Treasurer to make sure entries are correct).
 - Deposit dues assessment checks on a regular basis
 - In April every year, enter a credit memo in QuickBooks for each dues invoice for each Director who served on the Board for the previous fiscal year. Work with the accountant to enter the credits.
 - July every year file the Indiana Business Entity Report with the Indiana Secretary of State. This can be done online electronically at INBiz.in.gov. On this Site select the “File My Business Entity Report” tab.
 - In May every year work with Accountant who will file the Property Assessment forms with the Hamilton County Assessor’s Office.
 - In August every year work with the accountant, delete or void the remaining invoices for those Class C members who have not opted to pay annual dues. These invoices should not remain “open” invoices in QuickBooks because paying annual dues is optional for Class C members.

When transitioning to a new Treasurer:

1. NBol Bank accounts – Money Market (savings) and Checking: add new Treasurer to the account and get their on-line access set up.
2. Give new Treasurer all the Bank checks, the ledger, and any other Bank related paperwork.
3. Give new Treasurer all the Treasurer bills and paperwork for the past 2 years (or 4 years) and past 2 years tax returns (or 4 years) that he signed. We use this for tax purposes and need it in case we are ever audited. We store all these paper records in the Clubhouse basement and we keep all of this for 5 years.

5. There is a notebook of information and passwords, etc. that originated with Dave Fellabaum when he was Treasurer. This has been passed from Dave to Ross Sexter and then to Brian Peterson. Pass this to the new Treasurer and tell him/her how it is used.
6. Merchants Services Account, contract, and relationship. This is complex. The Merchants Services Account must be with a person and their SS# needs to be given to Merchants. Merchants will not have relationship with Woodlands Homeowners Association Inc. Kyle Platt, our accountant, said we should have each new Treasurer set up with Merchants Services. We can't get electronic dues payments and credit card dues payments without Merchants.
7. Transfer the Treasurer yahoo email address to new Treasurer.
8. Arrange with Kyle Platt (or current accountant) to give new Treasurer access to QuickBooks. Old Treasurer should keep his access so he can show New Treasurer bill payment and Accounts Receivable steps and the Banking feeds.
9. Show new Treasurer how to do the bill payment, the accounts payable actions that he takes.
10. Old Treasurer needs to show new Treasurer how to check the dues payments that Membership Director has entered.
11. Old Treasurer needs to show new Treasurer how to do the "accept payment" step/action in QuickBooks.
12. Old Treasurer needs to explain the process for "Receipt Reimbursement" that is used. When Directors spend their own money, we need to submit paperwork and receipts to Treasurer to get reimbursed.
13. Give the new Treasurer the EFTPS document that confirms that we are enrolled to make electronic tax payments. This has our credentials (PIN and Enrollment Number). This is important because if we have to re-enroll it takes a long turnaround time to get this done. We had to re-enroll in December 2020 in order to pay our taxes electronically.

Secretary

Roles and Responsibilities found in WHA By-Laws, Article VII

- The Secretary shall conduct all official correspondence and shall record and keep the minutes of all meetings of the membership or of the Board of Directors.
- The Secretary shall document all motions made at Board meetings and the result of the vote.
- The Secretary shall keep ongoing list of outstanding Board action items.
- The Secretary shall also perform such other functions as may be incident to the office including but not limited to direct responsibility of overseeing publication of the WHA Acorn newsletter, published at least 3 times per year and sent to WHA membership via email or USPS mail for those homeowners that request it. (There is a template in MailChimp.)
- The Secretary shall publish to the WHA website meeting Board meeting minutes and the Acorn newsletter.
- In February of each year, prepare and send MailChimp to membership with ballot of candidates and returning Board members. Alternatively, this could be done via the Winter Acorn in January.
- The Secretary shall prepare a ballot for voting at the annual meeting. The ballot will have the names and positions of the new Board members as recommended from the Board Nominating Committee.
- Maintain and update neighborhood website content and may seek help from other Board members.
- The existing Secretary shall turn over to his or her successor all work in process, notes, minutes of all previous meeting of the membership or of the Board of Directors, etc. and shall work with his or her successor to assure and achieve a smooth transition to the incoming Secretary.

Membership Director

Roles and Responsibilities found in WHA By-Laws, Article VI

- Adhere to a budget unless directed otherwise by the Board.
- Update membership database in QuickBooks (member information) and provide the updated membership information to the Board of Directors monthly via the Membership List spreadsheet in the Membership folder on the Google Drive. Application used is QuickBooks.
- Keep the MailChimp database up to date adding new member subscribers and deleting member subscribers who have left the association.
- Prepare and send MailChimp email communications to the HOA membership on behalf of the larger Board.
- Keep the master membership database up to date in QuickBooks and on the Google Drive.
- At every monthly Board meeting, update the Board on changes in membership and housing trends in the HOA and in Carmel.
- Responsible for new Membership Directory and distribution to all HOA members.
- By first week of March of every year, provide the President, Treasurer, and other appropriate Board members with the list of members whose dues are unpaid and the amounts that are unpaid.
- Work with the Treasurer and appropriate Board members on overdue accounts
- Provide the updated membership roster to other Board members and the Clubhouse Managers to facilitate their functions (eg. Pool use, Tennis Court use, Clubhouse Rental, etc.).
- Write the Membership Director's message for the WHA Acorn newsletter (including providing lists of new families to the neighborhood).
- The Membership Director shall submit a Membership Report at the Annual Meeting.
- Within 10 days of any request, respond and provide the HOA Dues Assessment letters to finance companies, title companies and/or related agencies to facilitate the sale and transition of WHA properties and respond to inquiries about whether or not members dues are paid.
- Send a Welcome letter and HOA information to new homeowners.
- Promote annual meeting and special meetings with members using email, social media, and other sources as needed.
- Provide quote-based forecast and/or budget to Treasurer every year in October/November
- Every year in December begin working on the invoices for annual dues for the upcoming year.
- In January of every new year send the electronic dues invoices via QuickBooks application.
- Every year at the end of January print paper invoices to be mailed to members who have not yet paid dues. Send the paper invoices via US Postal mail the first week of February of every year.

- January through April of every year pick up checks for dues payments from the Clubhouse, document the payments made in QuickBooks, and deliver the checks to Treasurer. Checks can be picked up from the black mailbox next to Clubhouse doors.
- Every year in preparation for the annual meeting prepare (1) a paper membership list to document membership attendance (you will document attendance as each member arrives at the annual meeting and you greet them at the door); (2) voting ballots for members to use; and (3) raffle slips for the free dues for each member to fill out.
- Give annual meeting attendance list to the Board Secretary for attachment to the Annual Meeting minutes.
- The existing Membership Director shall turn over to his or her successor all work in process, notes, objectives, and priorities and shall work with his or her successor to assure and achieve a smooth transition to the incoming Membership Director.

Grounds Director

In addition to the Roles and Responsibilities found in WHA By-Laws, Article VI, the Grounds Director is responsible for oversight and maintenance of the grounds and all decisions relating to the grounds. The Grounds Director approves or rejects: everything that involves the grounds, anything that is on the grounds, anything that is placed on the grounds or will be added to the grounds, how things are placed/added to the grounds (including contractors) and any items and structures to be added to the grounds.

Responsibilities includes:

- Lake treatments and contractor for lake treatments
- Dam including the exit channel
- Weed control on the dam and exit channel
- Watercraft, boats, and boat storage, registering all HOA member's watercraft and keeping a record of all registered watercraft
- Bridge
- Landscaping, including grass cutting and landscaping in front of Clubhouse and outside of fence that surrounds the pool (does not include the planters inside the pool or in front of the Clubhouse)
- Oversight for landscaping company
- Parking Lot
- Tree trimming and tree removal
- Snow removal
- Exterior signage near sidewalk
- Picnic tables and picnic area
- Sidewalks outside the pool and steps outside the Clubhouse

The Grounds Director must:

- Adhere to a budget unless directed otherwise by the Board.
- Ensure that regular maintenance and treatments are performed to the lake for weed and algae growth and for overall quality and safety.
- Notify the HOA membership when treatments to the lake are performed.
- Ensure that dam inspections are performed every 2 years and they are administered by an engineering firm, reports obtained, and returned to the DNR on a biannual basis.
- Responsible for pursuing and mitigating Recommendations from the biannual dam inspection report, seeking professional guidance, and taking action.
- Work with the contractors who perform grounds maintenance
- Ensure that the WHA grounds are maintained: grass trimmed, shrubs and trees trimmed, dam is maintained, inspect all areas of the grounds that could present danger (dead limbs, storm damage, debris in creek, boats left on dam, etc).
- Ensure that the dam and spillway are clear of boats and watercraft. Boats and watercraft cannot be stored on the dam.

- Responsible for bridge maintenance and repair.
- Coordinate the snow removal with contractor regarding the times or amount to trigger an action to have driveway plowed and sidewalks shoveled.
- Continue to work on and update an Emergency Action Plan for the dam. If needed, coordinate with the Board, Hamilton County Emergency Management, and the City of Carmel to maintain current an Emergency Action Plan for the neighborhood in case of flooding due to a dam breach.
- Write the Grounds Director's message for the WHA Acorn newsletter.
- The Grounds Director shall submit a Grounds Report to the membership at the Annual Meeting.
- Submit quote-based forecast/budget to Treasurer every year in October/November.
- The existing Grounds Director shall turn over to his or her successor all work in process, notes, objectives, and priorities and shall work with his or her successor to assure and achieve a smooth transition to the incoming Grounds Director.

Pool Director

Roles and Responsibilities found in WHA By-Laws, Article VI

The Pool Director must:

- Adhere to a budget unless directed otherwise by the Board.
- Supervise overall operations of the pool.
- Attend to the flower beds on the pool deck.
- Interview all guards with the Pool Managers and assist with pool personnel decisions.
- Be responsive to the needs of the Pool Managers in their day to day management of the pool.
- Submit a monthly Pool Report to the Board of Directors.
- Write the Pool Director's message for the WHA Acorn newsletter.
- The Pool Director shall submit a Pool Report to the membership at the Annual Meeting.
- Provide quote-based forecast or budget to Treasurer every year in October/November.
- Responsible for all operations and personnel associated with the pool and grounds within the gated area of the pool.
- Send out Guard Applications via email to prior-year guards in January for March 31st deadline.
- Recruit, interview and hire guards for each season.
- Responsible for gathering all payroll set up forms for all guards. Collect i9, W4, and direct deposit information from each pool guard prior to pool guard start date.
- The guards should be on payroll prior to May 1st each year.
- Organize and lead an in-service at least once yearly with the Guard Team and our pool maintenance provider.
- Responsible for negotiation of all contracts for chemicals, mechanicals and pool deck; including the pool itself.
- Report to the board on a regular basis the status and any other necessary updates.
- Provide a proposed budget to the Treasurer and Board each year; manage costs to budget
- Responsible for and primary contact for any/all interactions with the Board of Health.
- Interface with the Woodlands Swim Team as required.
- Sends out Guard Applications via email to prior-year guards in January for March 31st deadline
- Schedules and organizes all pool opening (May) and closing (Aug/Sept) activities
- Select, evaluate and approve applicable mechanical improvement(s), repair(s) and service, including contracts and providers
- Reviews and approves bi-weekly guard payroll before submitting payroll to Treasurer.
- Periodically check with head pool guard to make sure that pool guards are updating the dates on their payroll worksheets.
- Periodically check with pool guards to make sure they are getting their checks.
- The existing Pool Director shall turn over to his or her successor all work in process, notes, objectives, and priorities and shall work with his or her successor to assure and achieve a smooth transition to the incoming Pool Director

Tennis Director

Roles and Responsibilities found in WHA By-Laws, Article VI

The Tennis Director must:

- This is a 2-year term
- Attend monthly Board meetings
- Adhere to a budget unless directed otherwise by the Board.
- Supervise overall operations of the tennis courts including maintenance of the courts and work with Treasurer to budget for equipment purchases for the courts. .
- Every year in March/April arrange to have tennis courts power washed and have courts power washed before the nets are put up
- Communicate with the Grounds Director for grounds maintenance around the tennis courts, including cleaning the courts prior to winter (usu. in the month of October).
- Recruit, interview and hire tennis instructors for each season. This should be done early in each calendar year.
- Coordinate and publish to HOA membership the schedule, cost, and sign-up sheets for children's and adult tennis lessons.
- Responsible for gathering all payroll set up forms for all tennis instructors. Collect i9, W4, and direct deposit information from tennis instructor prior to start date. This needs to be done before tennis lessons begin. Work with the Treasurer to gather any information that is needed.
- Manage personnel decisions for tennis instructors including but not limited to interviewing, hiring, and firing.
- Accept payments for Tennis Lessons and deliver the checks to the Treasurer.
- Manage payroll setup for tennis instructors and work with the Treasurer and accountant to assure that payroll occurs on a timely basis.
- Organize Summer Lessons by mid-May each year.
- Create and update the roster and schedule for the Tennis Lessons.
- Organize a tournament at the end of the summer (optional).
- Organize Fall Lessons (if possible).
- Install tennis nets at the beginning (April) and take down at end (November) of the season and store in Clubhouse basement.
- Periodically evaluate condition of the tennis courts for any maintenance or repairs that need to be performed by a contractor (Leslie Coatings, Inc. is one contractor used before).
- Manage the messages and postings in the tennis message board at the tennis courts.
- Periodically check condition of tennis court surface and sweep or blow (with leaf blower) debris (pine needles from surrounding trees, dead leaves, etc.) off tennis court surfaces.
- Submit a monthly Tennis Report to the Board of Directors.
- Write the Tennis Director's message for the WHA Acorn newsletter.
- The Tennis Director shall submit a Tennis Report to the membership at the Annual Meeting.
- Provide quote-based forecast or budget to Treasurer every year in October/November

- The existing Tennis Director shall turn over to his or her successor all work in process, objectives, notes, and priorities and shall work with his or her successor to assure and achieve a smooth transition to the incoming Tennis Director.

Activities Co-Directors

Roles and Responsibilities found in WHA By-Laws, Article VI

The Activities Directors plan and lead holiday/seasonal activities and events involving arts, crafts, and holiday themes for families (children of all ages and adults) of the Woodlands HOA.

- Must commit to a two-year, rotating term between Assistant Director (year 1) and Director (year 2). The current Activities Director must agree to train his/her Assistant Director as part of this two-year, rotating commitment.
- Adhere to a budget unless directed otherwise by the Board.
- Submit a summary of monthly Activities Report to the Board of Directors.
- Chair the Social Committee, which will help determine the activities schedule prior to the Annual Meeting in March.
- Plan and organize family activities for the neighborhood that should be suitable for all ages to participate. The Activities Co-Directors are ultimately in charge of set up and clean up, however volunteers can be solicited to assist with running the event.
- Responsible for the supplies used for the activities and organization of the supplies stored in the Clubhouse.
- Submit reimbursement requests on a timely basis to the Treasurer.
- Write the Activities Director's message for the WHA Acorn newsletter including information for upcoming events and all events that are scheduled in between Acorn printings.
- Publicize WHA events via Clubhouse sign, Acorn, and WHA MailChimp emails (training provided), and newspaper, social media, communications for Spring Garage Sales and signage for these events.
- The Activities Co-Directors shall submit an Activities Report to the membership at the Annual Meeting.
- Provide quote-based forecast or budget to Treasurer every October/November.
- The existing Assistant Director/Director shall turn over to his or her successor all work in process, objectives, notes, and priorities and shall work with his or her successor to assure and achieve a smooth transition to the incoming Director.
- Maintain MailChimp HOA communications.
- Be responsible for administration of all social media (Facebook, Twitter, Instagram, etc.) and make sure all are administered under the WHA and not by individuals.
- SOCIAL MEDIA updates engaging members in neighborhood concerns and events using email, surveys, events, social media, etc.
- Annual Activities have been the following:
 - Easter Egg Hunt
 - Neighborhood Garage Sale -June
 - 4th of July Parade/Picnic (parade led by fire truck and judging by Station 43)
 - Labor Day triathlon, picnic/pitch-in, and pool closing
 - Chili Cook Off, pony rides, and farm animals – first week of October
 - Pumpkin painting and crafts – week of or before Halloween

- Christmas – story with Santa and family pictures – a weekend evening before Christmas

Clubhouse Director

Roles and Responsibilities found in WHA By-Laws, Article VI

The primary responsibility of the Clubhouse Director is the management of all affairs related to the Clubhouse and the Clubhouse rentals.

- Policies & Procedures, rentals, repairs & maintenance and all associated rules and regulations are to ultimately be approved by the Clubhouse Director, with accompanying approval by the WHA Board.
- Adhere to a budget unless directed otherwise by the Board.
- Responsible for oversight of the August Keyless Entry System.
- Have access to and manage the Woodlands Clubhouse Manager Google storage drive and documents stored on the drive. Update documents as needed. Create new documents as needed and upload.
- Read and be familiar with the Clubhouse Rental Agreement and Addendum. Review Rental Agreement and all related documents every year to determine if any updates are needed and why. Present any proposed updates to the Board of Directors. Get Board approval for any updates.
- Responsible for all standard processes and procedures, the Rental Questionnaire, and rental documents stored on the Google Drive. Revise and update processes, procedures, and documents when needed.
- Upload and replace on the website the most recent versions of the Rental Agreement and Rental Addendum, and all related documents.
- The Facilities Managers are not members of the WHA Board and will work with the Clubhouse Director to address all relevant issues.
- The Clubhouse Director reserves the right to meet with the Facilities Managers as he/she sees fit in an attempt to optimally manage the Clubhouse affairs.
- Issues related to the Clubhouse will belong to the Clubhouse Director.
- All expenses related to the Clubhouse must first be approved by the Clubhouse Director unless these are deemed life threatening emergencies OR likely to result in added expense to the WHA Membership. If the Clubhouse Director is unavailable, then the Facilities Managers will contact the President of the WHA Board.
- All issues related to the pool plumbing, fixtures, electrical etc. that are located within the Clubhouse are not the responsibility of the Clubhouse Director, but rather the Pool Director.
- Provide quote-based forecast or budget to Treasurer every year in October/November.
- The existing Clubhouse Director shall turn over to his or her successor all work in process, notes, objectives, and priorities and shall work with his or her successor to assure and achieve a smooth transition to the incoming Clubhouse Director.

FACILITIES MANAGERS

Exhibit A – Job Description to Employment and Occupancy Agreement dated November 17, 2020

Facilities Managers/Employees Duties and Responsibilities

General

- Attend monthly board meetings.
- Assist each year with room set up for the annual meeting.
- Attend annual homeowners' meeting.
- Keep a monthly report of duties and responsibilities, and time spent on responsibilities. Provide this to the President at the end of each month.
- Work with the President and Treasurer to have banking access to the Facilities Manager Account

Clubhouse Facility and Rental Events

Rentals: Administration of clubhouse rentals with members of the WHA.

Including but not limited to:

- Promptly respond to all calls and emails relating to Clubhouse rentals.
- Accommodate and arrange all calls and requests for clubhouse tours by new homeowners and interested renters.
- Provide responses to general questions and provide quotations of rental event pricing.
- Maintain annual calendar of homeowner events and rentals.
- Assure that members who are delinquent in their dues are prevented from using/renting the Clubhouse. Refer to the updated membership spreadsheet – this resides in the Google Drive – to verify what members are delinquent with their dues prior to scheduling use of the Clubhouse. If there is a concern about renting the Clubhouse because of a member's delinquent dues, escalate concerns to the designated Board member who is responsible for collecting delinquent dues.
- Work with the President, Membership Director, or the designated Board member to know what members are delinquent with their dues. If there is a concern about dues, escalate concerns to the designated Board member who is responsible for collecting delinquent dues.
- Learn the Rental Processes and Procedures, and the standard emails and documents that reside in the Google Drive
- Thoroughly screen a member's requirements for a desired rental event using the appropriate Questionnaire before booking the rental event. This includes determining the nature of the rental event, the number of guests that will attend, and resulting need for adult chaperones.

- Collect payments for rental events and write checks for cancelled rentals (refunds).
- Keep a spreadsheet record of rental checks deposited and rentals refunded due to cancellation. Work closely with the Board Treasurer to document this information in a clear manner that may be used for tax documentation for the fiscal year.
- Notify the Clubhouse Director if there are concerns that the member does not understand the Rental Agreement, any other required Agreements or Waivers in addition to the Rental Agreement, or requirements for renting the Clubhouse.
- Monitor the rental event as described and required in the Rental Process procedural document.
- Clean the clubhouse facility prior to each rental: dust, vacuum, and clean bathroom countertops, toilet stalls, and toilets. Following each rental event, inspect the bathrooms and clean toilets and floors.
- Replace all paper goods as needed in the Clubhouse kitchen and bathroom areas.
- After inspecting all Clubhouse areas after a rental, communicate immediately with the Clubhouse Director and President if there is damage. The Clubhouse Director and President will determine if deposit funds should be withheld from the member.
- Spot shampoo extensive spills from any rental events.
- Report to the President and the Clubhouse Director any unfavorable conduct of the members or other persons attending a rental event.

General Clubhouse Maintenance:

- Purchase all cleaning products and paper products for clubhouse.
- Dust and wipe down all cabinet tops and kitchen appliances weekly.
- Identify minor repairs and maintenance needs of the clubhouse facility to the clubhouse director.
- Clean and dust the blinds in the TV/meeting room, billiard room, and in the main ballroom at least once a month.
- On a monthly basis perform a thorough monthly cleaning of the bathrooms and first floor including dusting or cleaning with a damp cloth of all furniture, picture frames, light fixtures including lamps, baseboards, window sills, fireplace area, and bar area. Clean away cobwebs from all areas. The insides of the appliances (refrigerators, microwaves, etc.) should be checked monthly and cleaned if necessary. For the bathrooms, when the pool is closed for the season, clean floor, toilets, toilet stalls, shower stalls (if needed), sinks, sink fixtures, and counter tops.
- Replace all hand towels and toilet tissue as needed.
- Empty trash cans.
- Sweep, shovel, or otherwise clear front steps and porch of debris and snow.
- Sprinkle Ice Melt or a similar product on the Clubhouse steps and the apron of the driveway.
- Clean trash and cigarette butts from porch containers.
- Change out and replace all porch light bulbs as needed.
- Maintain and clean porch furniture.
- Decorate the entire downstairs for Christmas and dismantle when appropriate.
- Provide overall facility security and manage access for the front door August keyless entry system. At the beginning of every calendar quarter, check door battery and change. A “battery change reminder” comes up on the August application for all administrators.
- Review August keyless entry codes monthly and delete codes that are no longer needed.
- Perform initial cleaning of the basement/storage area and garage/pump room every year in the Spring and maintain cleanliness of these areas throughout the year.
- On a daily basis if needed, and at least on a weekly basis, sweep the garage/pump room to eliminate dirt, debris, and trash. Dirt, debris, and trash not to be swept into sump pump or ground floor drains in concrete just outside the garage.

- Keep the ground floor drain in concrete just outside the garage free from dirt, leaves, trash, and debris. Monitor and clean on a regular basis throughout the week and use leaf blower to clear dirt and debris off the drains. Be sure you can see the drain under the grating. If drain becomes clogged the garage will flood.
- At least once a year check the smoke alarms.
- Arrange for the Clubhouse window cleaning at least twice a year by contractor.
- HVAC Condenser cleaning – Spring each year.
- HVAC Filters – change 3 filters in April and October every year.
- Arrange to keep gutters clean several times a year and work with the Clubhouse Director to have this done

Grounds

- Several times a week, walk the grounds and pick up all debris and trash on overall grounds. Establish a routine and communicate to the Grounds Director.
- Remove debris and trash daily from the picnic area when the pool is open.
- Report concerns about the grounds or the dam to the Grounds Director.
- Make sure the weekly garbage pickup occurs and keep area clean around garbage dumpster.
- Light mowing required of the lawn directly outside of the Clubhouse down to the driveway.

Tennis Facility

- Report any concerns to the Tennis Director about members' misuse of the tennis facilities.
- If requested, assist the Tennis Director with putting up the tennis nets in the Spring, taking the tennis nets down in the Fall, and assist with getting nets to the Clubhouse for storage.
- Empty the trash can in the tennis courts on a regular basis. Don't let the trash cans overflow.
- If requested by the Tennis Director, sweep the tennis courts to keep the courts free from leaves and pine needles. May also use leaf blower.

Pool Facility

- Assist in annual uncovering of pool in May and recovering of pool on Labor Day.
- Maintain appropriate chlorine supplies and order all deliveries of chlorine and bromine chemicals.
- Inspect mechanical operation on a daily basis, escalate issues and concerns to the Pool Director
- Keep pump/filter room clean and organized and inspect daily.
- Understand how the pool equipment works and be able to perform emergency shut-down procedures.
- Monitor the pool and prevent its usage after posted hours.
- Collect any vending income from the head guard daily.
- Collect all guest fee income from guards daily.
- Deliver all vending income, guest fee income, and monies to treasurer weekly unless the Treasurer requests otherwise.

- Organize the swim lesson forms and payments for the lessons and promptly deliver swim lesson income to Treasurer.

Pool Personnel / Lifeguards

- Assist pool director with interviewing, hiring, and reviewing all guards.
- Assist pool director with in-service and training of new guards.
- Assist Pool Director with training all guards on the pump room operation with special interest in cleaning out the filters nightly.
- Coach guards and reinforce procedures.
- Make sure that the guards have tested the water daily and logged the daily test
- Be aware of the guard work schedules and assure that the guards are showing up on time when scheduled to work.
- Report any concerns about the guards to the Pool Director.
- Assist guards as needed so only members who are current with dues are allowed to use pool. Obtain a list of members who are not current from the President or the Membership Director. Report any concerns to the President as you are not responsible for collecting dues.
- Supervise and support all guards through the head guard and pool director.
- Understand from the Pool Director how tasks and responsibilities are coordinated between guards, other pool personnel, and Pool Director

Communications

Direct any complaints, questions, and inquiries to the appropriate member of the Board.

Membership

- Advise the Membership Director of issues or questions from members regarding dues payments or unpaid dues.
- Communicate with the Membership Director and the Treasurer regarding member questions and receipt of dues payments during the annual dues process in January, and February every year.
- Assist the Membership Director in keeping the pool member list up to date when the pool is open. This member list is used by the guards .

Mail

Collect all daily mail and separate and disperse to the appropriate board member. A list will be provided to guide you about what mail goes to each director.

Access for Vendors to Facilities

With advance notice to you from a Director, provide access for vendors to the relevant facilities concerning the work or service that needs to be performed by the vendor.

Activities and Social Events

- There are social events and activities scheduled by the Co-Activities Directors. From time to time your help may be needed. Discuss and work this out with the Co-Activities Directors.
- Prefer you be present at the social events and activities.

Initiative

Initiative is encouraged. We can always do things different and better, more streamlined and with simplicity. Recommendations about process and procedural improvement is encouraged and welcomed.