

## CONDUCT POLICY

**Purpose:** Adoption of a policy regarding the conduct of members of the Town & Country Village Homeowners Association, Inc. ("Association").

**Authority:** The Amended and Restated Declaration for Town and Country Village Townhomes as recorded in the real property records of Douglas County on September 2, 2004, at Reception No. 2004091833 ("Declaration"), the Association's Bylaws, Articles of Incorporation, and Colorado law.

**Effective Date:** April 1, 2018

**Resolution:** The Association hereby adopts the following policy:

1. Anyone disrupting any meeting of the Board of Directors, the members or any committee of the Association by interrupting, speaking without being recognized by the chair, using profanity, yelling, threatening or intimidating other owners, board members, vendors or property manager personnel will either be asked to "come to order" or instructed to leave the meeting, as deemed appropriate by the chair. Failure to leave a meeting when so requested may result in law enforcement being summoned.
2. The Association endeavors to provide a high-quality community for all. Consistent with that goal, all owners, tenants, occupants, and visitors must treat each other and members of the Board of Directors, property manager personnel, and Association vendors with respect, courtesy and dignity. Therefore, all members are prohibited from directing profanity, harassment, or threats in person, by phone, text, email or any other form of communication to any of the above persons.
3. The Association engages the services of various vendors to perform a variety of services within the community. These vendors act solely at the direction of the Board of Directors through the property property manager. Owners, tenants, residents and their visitors are prohibited from contacting, instructing, altering, interfering with or directing the work of any such vendors.
4. The Association's Board of Directors has retained a professional property manager for the community.
  - a. Owners may contact the property manager to ask questions or make requests. Tenants and occupants are not permitted to lodge complaints,

make requests or take other action regarding the property; only owners may do so unless they possess an executed power of attorney from the owner permitting them to do so on behalf of the owner.

- b. Any persons contacting the property manager must be courteous and respectful. Any yelling, abusive language or threats directed to the property manager may result in the owner be directed to limit all contact to written correspondence only or, in appropriate cases, to cease all contact with the property manager and to direct communications solely to the Association's legal counsel. Any legal fees incurred by the Association as a result of such referral will be billed to the property owner's ledger and collected pursuant to the Collections Policy.
- c. All such contact, whether by phone or email, must be reasonable in subject matter, length and frequency. Any harassing or abusive contact, such as an unreasonably high number of repeated phone calls and/or emails is prohibited. If any person engages in such conduct, the property manager may determine, in its sole discretion, that any further contact by such owner be limited to written communication or be directed solely to the Association's legal counsel. Any legal fees or additional property manager fees incurred by the Association as a result of such referral will be billed to the property owner's ledger and collected pursuant to the Collections Policy.
- d. Owners are entitled to contact the property manager with maintenance requests. The manager maintains a telephone number for after hours and emergency use. If an owner or the owner's authorized representative uses the emergency phone number for matters that are either not an emergency or are not issues for which the Association is responsible, and any costs are incurred, all such costs will be posted to the owner's ledger and collected pursuant to the Collections Policy.

5. VIOLATIONS OF THIS POLICY MAY BE PUNISHED BY IMPOSITION OF A FINE OR OTHER PENALTY PURSUANT TO THE ASSOCIATION'S COVENANT ENFORCEMENT POLICY.

6. **Definitions**

Unless otherwise defined in this Resolution, initially capitalized or terms defined in the Declaration shall have the same meaning herein.

7. **Supplement to Law**

The provisions of this Resolution shall be in addition to and in supplement of the terms and provisions of the Declaration and the law of the State of Colorado governing the community.

**8. Deviations**

The Board may deviate from the procedures set forth in this Resolution if its sole discretion such deviation is reasonable under the circumstances.

**9. Amendment**

This policy may be amended from time to time by the Board of Directors.

**10. Severability**

Invalidation of one of the foregoing provisions by court order or judgment shall have no effect on the remaining provisions which shall remain in full force and effect.

**Certification:**

The undersigned *President* of the Board of Directors for The Town & Country Village Homeowners Association, Inc., a Colorado nonprofit corporation, hereby certifies that the foregoing Resolution was approved and adopted by the Board of Directors of the Association, at a duly called and held meeting of the Board of Directors on *March 15*, 2018 to be effective *April 1*, 2018.

**The Town & Country Village Homeowners  
Association, Inc.**

*Sua Leonard*

By:

Its: