

**WASHINGTON LAND YACHT HARBOR, INC.  
POLICIES**

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# WASHINGTON LAND YACHT HARBOR, INC.

## POLICIES

November 2018

### **THIS DOCUMENT IS PART OF YOUR NINETY-NINE YEAR LEASE**

The following terms may be used in this document:

- Board of Directors (Board)** The governing body for the operation and management of the WLYH
- Directors** Elected or appointed voting members of the Board
- Hall** Harmony Hall
- Harbor** The residential and common areas enclosed by the perimeter fence
- Lessee** A WA Unit, WBCCI member and Airstream owner who is signatory on a 99-year Lease in the WLYH residential area
- Member** Member of WA Unit, WBCCI
- Policies** These WLYH Policies
- Resident** A person who lives in the WLYH
- Rules** Rules & Regulations of the WLYH governing activities and conditions within the residential area
- Unit** Washington Unit, WBCCI
- WBCCI** Wally Byam Caravan Club International, (Airstream Club)
- WLYH** Washington Land Yacht Harbor, Inc.
- WLYH Administrator (Administrator)** An employee of the WLYH, Inc. hired to assist in the management of business affairs of the corporation

## PREAMBLE

The business and property of the WLYH is managed by the Board as prescribed in the Articles of Incorporation. The total WLYH is comprised of sixty-one and fifty-nine hundredths (61.59) acres within fenced boundaries providing RV parking with water, electric and sewer hookups, a Gatehouse, a clubhouse/event center (Harmony Hall), considerable open space, and one hundred ninety-two (192) residential lots.

### ***1. OFFICERS AND THEIR DUTIES***

Each Officer must be elected from the Board and by the Board each year. Officers shall be elected during the first regular meeting of the Board which must be convened no later than twenty-one (21) days after the May meeting of the Unit Board of Trustees at which Directors are elected. Officers of the WLYH shall attend all Board Meetings unless excused. Executive Officers will be the President, 1<sup>st</sup> Vice President, 2<sup>nd</sup> Vice President, Secretary and Treasurer. Officers shall perform all duties as prescribed in the Articles of Incorporation, Bylaws, and these Policies, as specifically listed below:

**1.1. The President:** The President supervises activities of the WLYH and executes all instruments as an agent of the WLYH, except as delegated to the WLYH Administrator. The President presides over all meetings of the Board. As executive officer, the President enforces the Articles of Incorporation, the Bylaws, the parliamentary authority and the written policies as approved by the Board unless expressly reserved to the Board in the Bylaws. The President shall be an ex-officio

member of all committees except the Nominating Committee.

- 1.1.2** The President shall see that certificates of deposit (CD's), contracts, copies of tax records, deeds and records of registration, and similar documents are inventoried by the First Vice President and Finance Committee Chairperson in April of each fiscal year. Such inventory records shall include identification as to source, date of maturity and other information necessary for Board decisions. Permanent records and other documents, such as plats of the Harbor, legal decisions, titles to WLYH property, etc., shall be kept in a secure location in Harmony Hall.
- 1.2. First Vice President:** The First Vice President acts for the President in his or her absence and performs such other acts as the President may direct, or which are usually inherent in the duties of a First Vice President. If a vacancy in the President's office occurs, for whatever reason, the First Vice President shall automatically assume the duties of that office.
- 1.3. Second Vice President:** The Second Vice President acts for the First Vice President in his or her absence. When a vacancy occurs in the First Vice President's office, he or she automatically assumes the responsibility of that office. The Second Vice President performs other acts and duties as the President may direct or that are inherent in the duties of a Second Vice President.
- 1.4. Secretary:** The Secretary is elected by the Board and serves without a vote if not serving as a director. The Secretary keeps and files all records of the Board, including the Bylaws with its amendments and records the minutes of business meetings of the Board. The Secretary keeps attendance records, including the determination of a quorum for Board meetings, and performs other duties assigned by the President or duties that are usually inherent in the office of a Secretary. These include the preservation of permanent files and records, to include all material relating to meetings, (agendas, financial reports, and any written reports that were submitted to the Board). Permanent files consist of records of recurring interest. Five years is the normal period to keep most records in the file, after which they shall be extracted and boxed for storage. He or she posts the minutes of regular Board Meetings on the bulletin board in the Hall.
- 1.5. Assistant Secretary:** The Assistant Secretary is approved by the Board and serves without a vote if not serving as a director. The Assistant Secretary shall act as principal assistant to the Secretary, take and prepare minutes in the absence of the Secretary, and perform other tasks as assigned by the President.
- 1.6 Treasurer:** The WLYH Administrator may serve as Treasurer without a vote. The Administrator shall be bonded and oversee the financial affairs of the WLYH as outlined in the Administrator's job description. The Administrator/ Treasurer will act as Registered Agent for WLYH, Inc. with the State.
- 1.7. Assistant Treasurer:** The Assistant Treasurer is approved by the Board and serves without a vote if not serving as a director. The Assistant Treasurer shall act as principal assistant to the Treasurer, attend all meetings of the Board and accept assignments made by the Treasurer. The Assistant Treasurer shall perform tasks assigned by the President and do other duties that are inherent as an Assistant Treasurer. The Assistant Treasurer shall act for the Treasurer in his or her absence or vacation of position. The Assistant Treasurer shall be bonded by the Board in the same manner as the Treasurer.
- 1.8. Directors:** Directors attend all meetings of the Board, participate in all deliberations brought before the Board and perform additional duties assigned by the President.
- 1.9** New directors and officers of the Board will assume their responsibilities on July 1. After the election of new officers and directors, the outgoing officers and directors will turn over records and keys to their successors.

## **2. FINANCIAL MANAGEMENT**

### **2.1. The Budget.**

**2.1.1. Preparation:** A budget for the new fiscal year (July 1 through June 30, inclusive) for all activities of the WLYH shall be prepared and presented to the new Board of Directors by the Finance Committee. Standing Committee Chairpersons may submit suggestions for budget items. The budget shall be ready for final examination and approval or modification by the first Board meeting in the new fiscal year. Once approved, the Board must operate within the budget's limitations except as permitted in Sections 2.2.1 and 2.2.3 below. The Board shall not use incoming receipts for expenditures that are outside the budget and must otherwise manage budgeted funds within the parameters of these Policies.

### **2.2. Authorization Outside the Budget Limit.**

**2.2.1. Emergency Expenditures:** Payments for emergency expenditures or government mandates shall be authorized by the President or designee and ratified at the next Board meeting. If unforeseen demands exceed the total budget, the Board shall determine the best course of action to take at that time to meet the demand. Authority is granted to the Board to transfer, cash, or withdraw sufficient funds from the Reserve Fund, or other unobligated WLYH investments, as necessary, to offset the deficit for bona fide emergencies.

**2.2.2 Handling Emergencies Within the Budget:** The Board may authorize transfer of funds from one budget item to another so long as the total budget is not exceeded. If unforeseen demands exceed the total budget, the Board shall act as prescribed in Section 2.2.1 above.

**2.2.3 Reserve Fund:** Surplus funds resulting from expenses being less than income shall be set aside in the Reserve Fund. If funds for operational expenses are needed to balance a budget, funds may be withdrawn from the Reserve Fund if there is a favorable vote of five directors.

### **2.3 Long-Range Plan**

**2.3.1. Long-Range Plan:** The WLYH shall maintain a long- range Plan. Each year the Finance Committee shall review and revise the plan. This plan consists of anticipated needs for ensuing years to maintain, repair and replace existing buildings, roads, parking areas, water systems, utilities and equipment and for new investments in structures, utilities or equipment. (See 2.3.2. below.) It includes a suggested timetable for accomplishing these tasks. A fund, called the Reserve Fund, shall be established and maintained to meet these needs. The cost of each item in the long-range Plan is estimated and included in the Plan. These projects are not funded until they are approved by the Board.

**2.3.2. Capital Improvement Authorization:** The WLYH is authorized to plan for, raise, collect or spend money for capital improvements. Capital improvements are defined as betterment to an existing building or equipment which extends life or increases its usefulness or productivity, or installation of a new asset on a property. Money spent for these improvements are Capital Expenditures.

**2.4. Housekeeping Fees:** Annual Housekeeping Fees are collected from residential area lessees and are to be used to pay for lessees' pro-rata share of real property tax and expenses for utilities not paid directly by the lessee, as well as lessees' pro-rata share of other current housekeeping expenses as may be determined by the Board, in accordance with provisions in the Rules and in the terms of the Ninety-Nine Year Leases. Housekeeping Fees may not be used for Capital Improvements. Donations received (past and future) from WLYH residents will not be co-mingled with other Corporation funds and will be used solely for capital improvements of roads, water system, and common areas of the WLYH. Note: Monetary donations for specific projects within the Harbor may be accepted, (e.g. a flag pole for the Hall).

**2.4.1 Payment Options:** The Housekeeping Fee is due July 1 for the ensuing fiscal year (July 1-June 30) and will incur a late fee if not paid by August 1. Three payment options are available.

1. Pay total amount of annual fee before August 1.

2. Pay one-half (1/2) of fee before August 1; second half no later than January 31.

3. Pay fee in monthly installments through electronic funds transfer by the bank. Lessee must fill out Automatic Withdrawal Form enclosed with Housekeeping Fee invoice and return with a voided check to the Administrator **no later than July 5**. An additional bank charge of \$5.00 per month will be added to monthly payment. Either full or one-half (1/2) of fee will be due if this option is not authorized by cut-off date. (2/16/16)

**2.5 Bookkeeping Procedures:**

The generally accepted accounting practices and procedures established in 2010 and approved by the WLYH CPA will be retained, and may not be revised without prior approval of the Board.

**2.6 Authorized Check Signature:** The financial institutions where the WLYH does business will be provided a signed copy of the Board meeting minutes listing those officers who are authorized to sign checks for the WLYH.

**2.7 Petty Cash Fund:** A petty cash fund, not to exceed \$500, may be kept for use by the Treasurer to reimburse any WLYH designee who purchases items approved for WLYH use. To be reimbursed, the designee must provide receipts to the Administrator who will complete a petty cash voucher to be signed by a director. Petty Cash will not be used for individual purchases exceeding \$50.00.

### **3. LEASES**

**3.1. Ninety-Nine Year Leases:** The WLYH leases the 192 lots to adults who own a qualifying recreational vehicle manufactured by Airstream, Inc., and are members of WBCCI and the WA Unit. Whenever an existing lease changes hands, both the new 2013 Ninety-Nine Year Lease and the original Ninety-Nine Year Lease shall be offered. If the 2013 lease is chosen, a document releasing the original lease to the WLYH shall be signed. These Ninety-nine (99) year leases, or the residuals thereof, recorded at the Thurston County Auditor's office, may be reassigned in accordance with the WLYH Bylaws, Policies and Rules and Regulations. Buyer's Packets, Seller's Packets, and Lease Review documents must be approved by the Board and are available from the WLYH Administrator or designee. A lessee may lease a maximum of two residential lots and must comply with the Rules and Regulations regarding such ownership. (See **Rules Section 5** for more information).

**3.2. Facilities Lease Agreement:** The Facilities Lease Agreement is a one year, renewable lease agreement with the Washington Unit, WBCCI that commences on September 1 and terminates on August 31 of each of the Unit's fiscal years. This agreement authorizes the Unit to use specified areas of WLYH facilities. The agreement is to be reviewed and negotiated annually by the Board and the Unit Board of Trustees and signed by the presidents of both boards. Prior to the termination date of each year, the President will appoint a committee of two or more which includes at least one director to work with the Unit to review the Facilities Lease Agreement, according to the terms and conditions in the agreement. The revised agreement should be completed in a timely manner to enable the newly elected Unit President to sign and complete the Lease Agreement within 15 days of taking office in September.

### **4. STANDING COMMITTEES**

The following Standing Committees may be selected and approved by the Board each year to serve as indicated below. A member of the WLYH Board of Directors shall serve on each of these committees. The Board shall appoint all committee chairpersons and committee members. Standing Committee

Chairpersons shall attend regular Board meetings. The President is authorized to establish ad hoc committees. Standing Committees report to the Board.

**4.1 Finance Committee:** The Finance Committee shall be composed of four or more members.

Designated members of the committee are the President, 1<sup>st</sup> Vice President and Treasurer. It shall be the duty of this committee to prepare a budget for the fiscal year. The budget shall be presented to the Board for examination and approval or modification by the first Board meeting in the new fiscal year. The committee may from time to time submit amendments to the budget for the current fiscal year, which may be adopted by a majority vote of directors. The Finance Committee shall determine and propose to the Board the Annual Housekeeping Fee to be paid by lessees for the fiscal year. Each year the committee shall review and revise the long-range Plan. This plan shall be presented to the Board for examination or revision and approval.

**4.1.1** Prior to the annual meeting of the shareholder (Washington Unit), the Finance Committee shall provide (a) a balance sheet showing in reasonable detail the financial condition of the WLYH as of the close of the previous fiscal year; (b) an income statement showing the results of its operation during the fiscal year.

**4.2 Governing Documents Committee:** The Governing Documents Committee shall be composed of three or more members. It is the responsibility of the committee to provide consistent and lawful oversight to the WLYH Bylaws, Policies, Rules and Regulations and other documents as determined by the Board. The committee will review current documents for needed revisions and present proposed revisions to the Board. It may review motions that come before the Board to ensure they do not conflict with other governing documents, Bylaws of the WA Unit or WA State law.

**4.3 Lease Review Committee:** The Lease Review Committee consists of a minimum of five members. The chairperson selects four or more Harbor residents to serve on the committee for a term of one year (July 1-June 30). A committee member may not serve more than three consecutive terms. At least one new committee member must be appointed annually. The Lease Review Committee's primary purpose is to determine whether applicants for a WLYH lease meet the qualifications and requirements established by the Board. The Board has final approval of the (re)assignment of a lease.

**4.4 Residential Area Committee:** The Residential Area Committee (RAC) consists of a minimum of three members. The committee is responsible for the oversight of the residential area in the monitoring of compliance, by the residents, of the WLYH Rules & Regulations and Policies. It has the authority to work with residents to correct violations. This committee will respond to complaints or concerns of residents. The RAC may appoint sub-committees to support the goals of the WLYH and resident interests.

**4.5. Water Committee:** The Water committee consists of three or more members. The committee monitors and maintains the water distribution system, keeps records of underground water systems, informs residents of water-related problems and coordinates with the contracted Water System Manager (Thurston PUD). The Thurston PUD is registered with the Thurston County Health Department as the WLYH Water System Manager. The Committee may make repairs to the water system.

## **5. COMMUNICATION**

**5.1. WLYH Newsletter:** The "Harbor Herald" is a quarterly publication or newsletter to inform the shareholders and residents of recent developments, plans and document changes

**5.2. Director's Manual:** A manual containing the WLYH Articles of Incorporation, Bylaws, Policies,

Rules & Regulations, Appendices and Resident Directories (Alpha and by lot number) is provided each director upon taking office. Included will be a listing of WLYH Officers and Directors, as well as Committee Chairpersons, with their phone numbers and e-mail addresses.

- 5.3. Resident's Handbook:** A handbook is given to each lease hold containing WLYH Policies, Rules & Regulations and a listing of the residents of WLYH, both alphabetical by last name and numerical by lot number. WLYH Officers and Directors, as well as Committee Chairpersons *may be included* with their phone numbers and e-mail addresses. Updates with any changes approved by the Board *and* the date of approval will be posted in Harmony Hall and on the WLYH website.
- 5.4. Website:** A website, [www.washingtonlandyachtharbor.com](http://www.washingtonlandyachtharbor.com), will be maintained by a webmaster to provide public access to information regarding rental of WLYH facilities, and availability of residences for sale, with a link to the WA Unit, WBCCI website and other pertinent links. Updated documents governing the WLYH are posted on the website.
- 5.5. Bulletin Board:** The large bulletin board on the east wall of the Hall auditorium is for WLYH use and is maintained by the WLYH Secretary or Administrator. Approved minutes of regular Board meetings and items of interest may be posted.
- 5.6 Reader Boards:** The reader boards post upcoming events, emergency notices and other items of interest. Postings are coordinated through the Administrator.

## **6. USE OF WLYH FACILITIES**

### **6.1. Harmony Hall: Standard Practices**

- 6.1.1. Opening and Heating:** The Hall will be opened daily by 9:00 a.m. and closed at 8:00 p.m. unless planned activities delay closing. The hall is heated to an appropriate temperature when occupied during the winter months.
- 6.1.2. Rental Procedures:** The scheduling, coordinating and documenting of the rental of WLYH facilities is the responsibility of the Administrator. The Hall and/or Gatehouse may be rented to any group or individual if it does not conflict with *scheduled* Unit activities. The Hall and/or Gatehouse may be rented by WBCCI members for anniversaries, weddings or receptions, family reunions, or other personal family functions at a reduced rate. WBCCI member memorial services held in the Hall will be free of charge except for a \$100 cleaning/damage deposit which must be paid prior to the memorial service. The rental rates of the Hall and/or Gatehouse to RV clubs, non- RV organizations and WBCCI member contracts pertaining thereto are approved and controlled by the Board. For Rental Rates, see Appendix B, Rate Sheet. Guest RV parking and/or vehicle storage arrangements are made through the Gatehouse. All fees collected for rentals or storage shall be forwarded to the Treasurer.
- 6.1.3.** Paintings and other works of art may be displayed in the Hall at the discretion of the Board. Placing prices on such items is prohibited. The WLYH will not be held responsible for theft, damage or destruction of personal items left in the Hall.
- 6.1.4.** Current magazines and periodicals may be brought to the card room for the use of our residents and guests. Out-of-date periodicals and magazines should be recycled. Other items left in the Hall without approval may be disposed of.
- 6.2. RV Park Purpose:** The purpose of the Terraport is to provide RV parking facilities with full hookups for individuals, and approved group rentals, as specified below. WBCCI members receive a reduced rate. A list of rules will be provided RV guests as they register at the Gatehouse. (See Appendix C)
- 6.2.1. RV Park Facilities:** Standard parking facilities include water, sewer and electricity. Telephone and cable television hookups are available at the far west parking spaces in rows 1 through 9. No cable connection is available at the west end of row 7. Visitors desiring to use these facilities during their stay shall inform the Gatehouse of their desire to do so and be responsible for



contacting the telephone and cable companies to arrange service activation. All costs associated with such service including whatever deposit the utility companies may require is the sole responsibility of the visitor. It is intended that these spaces be assigned to guests desiring a long-term stay, and will be assigned by Gatehouse staff on a space-available basis. Guests **requesting** an extended stay will be subject to a "Tenant Screening Process". Each parking space is limited to one recreational vehicle and one companion vehicle.

- 6.2.2. Authorized Users:** RV owners are welcomed to stay at the WLYH RV Park. If the product is a trailer, the owner must possess and maintain an adequate, currently licensed tow vehicle completely equipped for towing and travel. RV groups, approved by the Administrator, are authorized to use this facility. All guests are expected to observe the rules provided.
- 6.2.3. Use by Other Organizations:** Other organizations, approved by the Administrator, may rent the RV Park, Gatehouse and/or Harmony Hall, with contracts signed by the WLYH President or designee. Such use may not interfere with scheduled WBCCI or WA Unit functions. The RV Park may also be rented for overflow car parking for local events, if space is available. The parking plan is to be carried out in conjunction with the organizers of the local event.
- 6.2.4. WLYH Director Parking:** Current WLYH Directors who are not residents shall be granted free parking for periods of not more than 30 days at a time on a space available basis. Such free parking is not to be used for long-term occupancy.
- 6.3. RV/Boat Storage:** Appendix L specifies the conditions which must be met by those wishing to store their RVs, boats or other licensed vehicles in designated parking spaces. It also identifies penalties for violations of these conditions. Appendix B identifies the storage rates.
- 6.4 Temporary Parking for Harbor Residents:** Harbor residents may park their RVs for no more than ten (10) days without charge in a storage area, on a space available basis, when hosting non-member RV owners who are utilizing the hookups on their lot. A temporary site will be assigned by Gatehouse Staff. After ten days, the Harbor resident must move his/her RV to a lot in the Harbor or into RV Storage and pay the appropriate fee. Harbor residents must notify the Gatehouse when they move their RV to storage.
- 6.5. Tveten Grove:** Picnicking for WBCCI members, lessees or guests is allowed in Tveten Grove. All trash and garbage must be removed and no open fires are allowed.
- 6.6. WLYH Property:** Use of WLYH property outside of the Harbor, or the normal intended place for the property's usage, requires permission of the Board. As an example, tables and chairs kept in Harmony Hall may not be rented or loaned to individuals for use outside the Hall. They may be used during WBCCI picnics or other events held during rallies.

## **7. SMOKING**

All WLYH buildings, decks and porches are designated as "Smoke Free Environments". Designated smoking areas are located near each building.

## **8. SECURITY PROCEDURES**

**General:** The WLYH does not have its own security force or formal security/monitoring program. Police, fire and medical support is received through the Thurston County Sheriff and Lacey Fire District #3.

**8.1 Medical:** Take immediate steps to ensure the victim is secure and call 911 Emergency Services.

**Note:** An AED apparatus (Automated External Defibrillator) is located on the north wall inside Harmony Hall. Easy-to-follow instructions for use are inside the cover. The AED should only be used if it is easily accessible.

**8.2. Neighborhood Watch Program:** Residents and guests are encouraged to get to know their

neighbors and watch for suspicious or unusual activity.

**8.3. Vehicle Identification Decals:** Residents should place a “LYH” decal in their rear passenger window or other easily seen location to identify their vehicles as belonging in the Harbor. Decals may be obtained at the Gatehouse. Decals should be removed when you dispose of the vehicle. See also **Rules 4.2.9.**

## **9. FIREARMS**

The carrying of firearms or explosive devices into the Harmony Hall, the Gatehouse or to any social gathering in the WLYH is strictly prohibited. This includes such actions by those holding a legitimate concealed weapon “permit to carry.” On-duty law enforcement officers are exempt from this restriction. Flagrant or repeated violations of this policy may result in lease termination.

## **10. QUIET HOURS**

Quiet hours within the Harbor perimeter fence shall be from 10:00 p.m. to 7:00 a.m. every day of the week.

## **11. HARBOR GATES**

**11.1.** The gates will be opened each morning at 6:00 a.m. They will normally be closed by 10:00 p.m. or earlier upon the discretion of the WLYH President, and in coordination with the Administrator.

**11.2.** Lessees may purchase up to two (2) gate opener transmitters at the Gatehouse. WA Unit members may also be provided with a code that will open the gate at the keypad. A temporary gate code will be given to overnight guests and rental groups.

## **12. GATEHOUSE STAFF EMPLOYMENT REQUIREMENTS**

When a Gatehouse staff member has resigned or is dismissed, applicants for that position will be interviewed by three directors selected by the President. The results of this interview will be presented to the Board. Responsibilities shall be specified in a written job description. The salary will be determined each year at the time the annual WLYH Budget is prepared.

## **13. USE OF WLYH EQUIPMENT**

### **13. Backhoe/Front Loading Tractor:**

**13.1.1** Only those who have satisfactorily completed at least one training session, conducted by a qualified trainer/operator, shall be authorized to operate the tractor/backhoe equipment and or the riding mower. The Equipment Chairperson shall be responsible for the selection and training of operators to be included on the list. A list of authorized operators shall be posted in the Whitney Maintenance Building.

**13.1.2.** The WLYH backhoe/front loader may be used to perform small jobs for lessees within the Harbor. Permission for such use shall be obtained from the Equipment Chairperson. Use is restricted to minimum of one (1) hour, and a maximum of three (3) hours per job at a rate of \$35.00 per hour in half-hour (30 minute) increments to cover maintenance costs. Operation of this equipment for any job, (Harbor or lessee), shall be voluntary. There shall be no pre-arranged agreement or requirement for monetary compensation for the operator. The Equipment Chairperson shall keep a log of the hour meter reading.

## **14. DISTRIBUTION OF FIREWOOD**

In the event a tree on WLYH non-residential property must be removed or has fallen due to a storm or other reasons, the wood from that tree will be distributed in the following order or priority:

1. Used at the barbecue pit for Unit or WLYH functions.
2. Given to the volunteers who help clean up the area where the tree has fallen.
3. Given to Harbor resident shut-ins who have certified wood burning stoves but are unable to work with the cleanup group.
4. Given to a local family outside of the Harbor in need of firewood.
5. In the event none of the above applies, the wood can be offered to anyone willing to pick it up and haul it away as soon as possible.

## **15. COMPLAINTS AND GRIEVANCES**

**15.1.** Complaints against a WLYH officer or committee member must be made in writing to the Board, in a courteous manner, for consideration.

**15.2.** A grievance is a complaint that falls outside of boundaries of WLYH Rules & Regulations. If a dispute arises between two lessees or between a lessee and the WLYH, which the parties cannot resolve, a grievance may be filed.

**15.3.** All grievances, except as noted in 15.1, must be made in writing and given to the RAC for review. The Grievance must state specifically what the complaint is, must provide factual evidence to support the complaint, and must state what action or condition the complainant wishes.

**15.3.1.** The first level of resolution shall be through the RAC. If either of the parties cannot agree with the RAC recommended solution then the RAC will refer the matter to the WLYH President for final resolution and appropriate enforcement by the Board. The RAC or Board must propose a solution within 30 days of receiving a written grievance.

**15.3.2.** Hearings of grievances will be held in private, with only board members and immediate parties involved being present. Enforcement can range from dismissal of the grievance to lease termination.

**15.3.3** Written complaints or grievances against WLYH Board members, employees or committee members shall be made without fear of reprisal or retribution from any WLYH board member, employee or committee member.

**15.3.4** Filing a civil suit against the WLYH without prior submission of a written grievance to the RAC or the Board for its proposed resolution may result in lease termination.

**15.4.** A step-by-step process on ethical negotiation of a grievance may be acquired from the Administrator.

## **16. CONSEQUENCES**

Consequences for violating any of the forgoing Policies may be determined by the current Board of Directors and may include letters of reprimand, monetary fines as determined by the Board, termination of use privileges or leases or other appropriate measures.

**Approved by the WLYH Board of Directors: 11/20//2018**