



# **SHHA Policies & Guidelines for Board, Staff and Committee Members**

**Revisions Board Approved  
December 9, 2020**

The Policy & Procedures Manual is an internal document for Board Members, Committee Members and Office Staff only.

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# 1 Introduction

This document is only for the use of Sandia Heights Homeowners Association members who are elected members on the Board of Directors or on committees. It specifies the policies and procedures those members should follow.

## 2 Board Member Responsibilities

### 2.1 Duties of Board Members:

1. Board Members are expected to attend most Board meetings and should notify the President/Office in advance if they know they will be unable to attend. This is important because business cannot be transacted without a quorum.
2. There are eight standing committees and other ad-hoc committees may be appointed as needed. Standing committees have the authority to act within their charters with full authority of the Board. Board members are expected to volunteer for at least one committee.
3. Board Members are expected to familiarize themselves with the Bylaws, Policies and Procedures, Standing Rules and Actions Still in Effect (prior continuing Board Motions). These provide the structure under which the Board operates.
4. Each Board Meeting should have a set agenda for the meeting so matters proceed in an orderly manner. Members and Committees who have Motions to bring before the Board that have lengthy paperwork, or which might result in extensive discussion must submit advance copies of their Motion to the SHHA Administrator at least 5 days prior to the Board Meeting so the material can be included in the agenda with enough time to study it. The Administrator will email copies of the agenda including all attachments to all Board Members at least 3 days prior to the meeting. Brief items may, with Board approval, be added to the agenda at the start of each meeting.
5. All motions should be written on the standard SHHA Motion Form. Motions should identify both the mover and the seconder. Motions not seconded cannot be considered. The general form should be “Moved **XXXX**, seconded **XXXX**, that the Board consider the following motion.”. The motion should be read from the signed motion form. This makes it easier for the Secretary to get things written down correctly.
6. Substantive main motions other than routine motions (e.g., time to adjourn, recess, etc.) shall be publicized to the Board of Directors at least 48 hours in advance of the Board meeting, using the Motion Form established for motions. The purpose is to give the directors time to understand the motion, and to ask questions of the maker of the motion. Any such questions must be communicated to all the directors and may be done so via email. Such motions shall require a majority vote to be adopted. Motions not so publicized and which are not routine shall require a 2/3 vote for adoption. The President may determine whether a motion brought before the Board without previous notice needs to be studied further before bringing it before the assembly for a vote. See *Standing Special Rules in Board of Directors Handbook*
7. Board Meetings are generally run under relaxed parliamentary rules to make them as easy as possible. These rules forbid making a new motion while an existing motion is being considered, but considerable latitude will be given.
8. Even though the Homeowners Association has a rather good record regarding law suits, others do not, which has caused insurance costs to rise considerably. The current deductible is \$5,000. Anything regarding possible law suits must be done with great care and considerable thought, so as to ensure the continuation of the Association’s insurance policy currently in effect. Be as

reasonable and friendly as possible even if a homeowner is being difficult.

9. Board Members should periodically access our website for announcements. Suggestions to improve the site are always welcome.
10. Typically, by October of each year, each Standing Committee should be ready to submit a budget for next year's planned activities.
11. Committee chairs should provide a written report before each board meeting. They are also encouraged to prepare articles for *The GRIT*.
12. SHHA Board Members shall have the same rights and privileges of membership as any other SHHA member in good standing. SHHA property is to be used for the purposes of SHHA business only. **Board motion 2/13/2010**
13. Board Members and committee volunteers performing authorized SHHA business may be reimbursed at the IRS charitable rate for mileage incurred in the performance of their official duties. See *Standing Special Rules in Board of Directors Handbook*
14. Board Members and committee volunteers are permitted to sign out the camera, noise and light meters for the purpose of SHHA Business. **Board motion 8/12/2009**
15. SHHA Staff should purchase an appropriate card and ask all available Board Members to sign such card for the family of any Board Member or Staff member upon notice of the death or significant hospital stay of any Board Member or Staff member or any of their immediate family members. Once all available Board Members and Staff have had adequate time to sign the card, that card and a flower arrangement or memorial as designated by family member should be sent to the family or other appropriate place. The same procedure should be followed in the case of same notification of an active committee volunteer or member of their immediate family. **Board motion 9/9/2009**
16. SHHA has a political neutrality policy which was approved at the Executive Committee meeting in 3/2/2011. It is published on the SHHA website and states:

SHHA affirms our longstanding policy with regard to political participation by SHHA and its Board Members, volunteers, and staff, and our compliance with the regulations applicable to Homeowners Associations requiring political neutrality.

SHHA shall not promote, endorse or oppose any candidate for public office or any political party. Whether paid or volunteer, its Board Members, volunteers, and staff shall refrain from making any statements promoting, endorsing or opposing any political candidate or political party at SHHA events whether on SHHA property or at any other location where they are acting as representatives of SHHA. This includes interactions with the community, training sessions, or meetings of any kind including Board of Directors, Executive Committee, and other committee meetings.

When making public statements concerning any political candidate or political party at non-SHHA events and venues, SHHA Board Members, volunteers, and staff shall preface their comments by stating that they are speaking as a private citizen and not as a representative of SHHA. As individual citizens, SHHA Board Members, volunteers, and staff enjoy the same privileges as all other citizens of the United States to promote, endorse or oppose any political candidate or political party.

## 2.2 Voting by Proxy or Absentee

While the Sandia Heights Homeowners Association encourages all Board Members to attend all Board meetings, situations occur that prevent Board Members from attending meetings. The following procedures are to be followed for proxy and absentee voting.

### **2.2.1 Proxy Voting**

1. Proxy voting is when a Board Member gives his/her voting rights to another Board Member.
2. The proxy cannot be directed as to how to vote.
3. The appointment of a proxy cannot be transferred.
4. The appointment of a proxy is valid for the Agenda Item Number and Board Meeting Date indicated in the Proxy Vote Memorandum (Attachment 1, below).
5. The Board Member completing the Proxy Vote Memorandum is to submit the memorandum to the President at least 24 hours prior to the meeting date included in the memorandum either by electronic means or hard copy.
6. The Proxy Vote Memorandum is included in the consideration of Board Members present for consideration of a quorum for the applicable Board meeting.
7. The proxy expires at the adjournment of the Board meeting indicated in the Proxy Vote Memorandum.

### **2.2.2 Absentee Voting**

1. Absentee Voting is when a Board Member is unable to attend a Board meeting but wishes to cast his/her vote on a particular item on the published agenda.
2. The vote on the item indicated in the Absentee Vote Memorandum (Attachment 2, below) cannot be changed after it is filed but can be rescinded by the submitting Board Member up to 24 hours prior to the start of the Board meeting indicated by the date in the Absentee Vote Memorandum.
3. The Board Member completing the Absentee Vote Memorandum is to submit the memorandum to the President at least 24 hours prior to the meeting date included in the memorandum either by electronic means or hard copy.
4. The Absentee Vote Memorandum is not included in the consideration of Board Members present for purposes of a quorum but is included in the vote total for the applicable agenda item.
5. The Absentee Vote Memorandum expires at the adjournment of the Board meeting indicated in the Absentee Vote Memorandum.

## **ATTACHMENT 1** **PROXY VOTE MEMORANDUM**

**DATE:** \_\_\_\_\_  
**TO:** \_\_\_\_\_

Ms./Mrs./Mr. President: Sandia Heights Home Owners Association Board Member \_\_\_\_\_ is hereby authorized to vote on Item \_\_\_\_\_ as published in the Board Agenda for the meeting date \_\_\_\_\_. She/he is not permitted to participate in any other procedures at the meeting on the undersigned's behalf unless other Proxy Vote Memoranda are submitted by the undersigned for this meeting. This Board Member is to be recognized by the President during the roll call of member attendance.

Submitted by:

---

Board Member

## **ATTACHMENT 2** **ABSENTEE VOTE MEMORANDUM**

**DATE:** \_\_\_\_\_  
**TO:** \_\_\_\_\_

Ms./Mrs./Mr. President: I am unable to attend the Board Meeting on \_\_\_\_\_ and am hereby submitting my vote on Item \_\_\_\_\_ as published in the Board Agenda for such meeting date as   YES   NO.

Submitted by:

---

Board Member

## **3 ACC**

### **3.1 ACC Committee Training**

Association members requesting membership on the ACC shall receive training given by the ACC Chair or other designated person prior to their acceptance for membership on the Committee. In addition, all members shall maintain a handbook for use in their duties on the Committee. The Office Staff shall provide updates as necessary or provided by the ACC Chair. See "Standing Special Rules" in the *Board of Directors Handbook*

### **3.2 ACC Application Procedures**

The ACC has formalized procedures for the handling of all ACC activities. Refer to the Administrative Guidelines for the ACC.

#### **3.2.1 Receiving Applications**

Residents are encouraged to deliver applications and associated plans, supporting documents, and, if applicable, material samples and color selections directly to the office during normal office hours. These items can also be delivered to the office after normal business hours by using the small mail slot located in the front door of the office. Date stamp all correspondence, plans and applications received. Process any check that accompanies the application.

#### **3.2.2 Entering and Updating Applications**

All applications are entered into the Excel ACC Project Log and on the website. The project is assigned a record number which is noted on the file. One file is made for administrative projects such as re-roof/re-stucco or window replacements. Two files are made for projects that need to be assigned, one for the office and one for the committee member. On the file folder label put the address and record #. If unsure about to whom to assign the project, contact the ACC Chair. Small projects such as re-roof, re-stucco and window replacements are normally approved administratively.

Data to be entered into the ACC Project Log:

- ACC project number
- Name of Member to whom the project is assigned
- Address of project
- Project type: brief description
- Update the website and GRIT as needed

#### **3.2.3 Close projects**

Generally, we call the residents after several months of a project approval to see if the project is complete. In the event the resident cannot be reached we call or send an email requesting status of the project. When the project is closed and after it has been entered into the electronic archives (by scanning the entire file) the project can be deleted from the website and all hard copies destroyed.

**Approved by Board Motion 4/13/2011**

### **3.3 ACC Meetings**

#### **3.3.1 Agenda**

The agenda is prepared by the Office Staff and approved by the ACC Chair. Previous agendas can be found on the computer in the "ACC file." Included in the agenda are:

1. All new projects (any applications received since the last ACC meeting that have not been administratively approved). Be sure to note the Address, Project #, and nature of project.

2. Any items suggested by any ACC member.
3. All items carried forward from previous meetings.

### **3.3.2 ACC Meeting Package**

The Minutes are provided by the committee and are filed in the Official Record Binder found in the front office:

1. Agenda
2. Last meeting minutes

## **3.4 Neighborhood Reviews**

### **3.4.1 Neighborhood Review Letter and Comment Form**

Pull up a Neighborhood Review letter from the computer folder. Change the date, resident name, and other relevant information. Save the file as a new document under the address.

### **3.4.2 Selecting Recipients of Neighborhood Review Letter**

Notify all residents owning property bordering or adjacent to the property where the proposed project will take place. The ACC member and ACC Chair may request that other properties be included as well. For each property selected, send a neighborhood review letter with a comment sheet. The residents then can visit the office to review the plans and make comments.

### **3.4.3 Sign-in Sheet**

A sign-in sheet for all residents who review the proposed plan is made. Use a previous sign-in sheet as a template. Save your new sheet in the folder. Due to the proprietary nature of construction plans and other documents related thereto, all residents who are allowed to review the material must sign a form which states that no copies, photographs, or video images of the plans are permitted, nor are the plans to be removed from the SHHA office. In addition, a staff member or a member of the ACC must be present during the review of the documents to ensure compliance with the intent of the form regarding the protection of the proprietary nature of the documents.

### **3.4.4 Plans**

Make sure to have a copy of the proposed plans available at the office for neighborhood reviews.

## **4 CSC**

### **4.1 Purpose:**

Sandia Heights has Use Restrictions governed by over 38 sets of Covenants, each applying to a designated Unit within the community. The CSC works with property owners to enforce these legally binding documents. CSC provides covenant enforcement through a formalized process.

The CSC is composed of Board of Director members and community volunteers. It is chaired by a Board member. The CSC meets the first Tuesday of every month at 6:00 PM in the SHHA office conference room. The meetings are closed in consideration of the sensitive nature of the complaint discussions. Visitors can attend the first five minutes for general discussions but must ask permission from the CSC Chair prior to the meeting. The CSC Agenda and Minutes are considered confidential and thus are internal documents for Board members, CSC committee members, and office staff only.

NOTE: Who Can File a Complaint, the Complaint Format, and the Complaint Resolution Procedure are described in the document ***SHHA Rules and Regulations for the Association*** which is posted on the SHHA website.

## **4.2 CSC Operating Procedures and Guidelines**

A detailed description of CSC policies and guidelines can be found in *CSC Operating Procedures and Guidelines*, which is an internal document for CSC member use only. The following is a summary of this document.

### **4.2.1 Investigation and Enforcement Policy**

1. All complaints will be reviewed to determine if they meet the criteria of having been submitted by a SHHA property owner member with a suspected violation in their Unit, in an adjacent Unit, or in line of sight from the member's property. Those that do not may not be investigated.
2. The CSC will not patrol Units looking for violations.
3. The CSC will not trespass on property to investigate a suspected violation.
4. Unit covenants are not selectively enforced. All suspected violations are thoroughly investigated and evaluated on their own merits with the goal of consistency in enforcement.
5. Validity of the complaint is based upon the wording in the Unit's covenants.
6. Motor homes, campers, RVs, will be allowed on-site for a maximum of 48 hours to load and 48 hours to unload.
7. For complaints concerning suspected violations that are not covered by the Unit covenants, such as light pollution, animal control, traffic, noise enforcement, etc., the complainant will be encouraged to contact the appropriate Bernalillo County agency.
8. "Annoyance and Nuisance" complaints are subjective and will be left to the CSC to determine if the complaint will be pursued.
9. The CSC does not do security.
10. The CSC cannot change Unit covenants.
11. The SHHA may elect not to pursue legal remedies for violations.
12. The CSC reserves the right to file a complaint with Bernalillo County Zoning.

### **4.2.2 Process for Handling Complaints**

1. Upon receipt of a complaint by the SHHA office, the office staff will assign the complaint to a designated Committee member based on a rotational schedule and the nature of the complaint. The office staff will notify the CSC Chair of the complaint and the Committee member assignment. If possible, the complaint will be reviewed within 30 days of submittal.
2. The assigned Committee member will assess the validity of the complaint.
  - a. Does the complainant have standing to file the complaint?
  - b. Review the specific Unit covenant to be sure it is a violation for that Unit.
  - c. If it is not clear that a violation is present, the CSC member should contact the complainant for clarification of the complaint. The complainant may be asked to keep an "activity log" of occurrences for violations that are intermittent.
3. If there is no violation, the Committee member will complete the Investigative Report and send it to the office with the recommendation to close the file. The office will send a letter to the complainant explaining the determination.
4. If there is a violation, the CSC member has a choice of either:
  - a. Contacting the violator in person or via phone, in an attempt to resolve the complaint, or
  - b. Recommending the office send a letter to the violator outlining the complaint and asking for resolution in a timeframe designated by the CSC.

The CSC member shall follow up the investigation to determine if the violation has been successfully resolved.

5. If successfully resolved, the CSC member shall complete the Investigative Report and return it to the SHHA office with a recommendation to close the file. The office will mail letters to both the complainant and violator explaining the resolution.
6. In the event of the unsuccessful resolution of the violation, as a result of the first letter, the CSC

shall proceed as follows:

- a. Face-to-face or a phone call should only be done once to avoid the appearance of harassment.
- b. SHHA shall then send a second letter to the violator again outlining the complaint and asking for resolution in a timeframe designated by the CSC. This letter will note that failure to comply may result in submission of the violation to the SHHA Attorney.
- c. If the previous letter(s) are unsuccessful, the CSC member will request that the CSC meet to review the complaint and decide on the course of action.
- d. If further action is approved, the CSC Chair will make a recommendation to the Executive Committee to have the SHHA attorney pursue a court judgement.

### **4.3 Legal rights to enforce covenants**

The SHHA covenants are legally binding and can be enforced through Bernalillo County Court judgement if required.

In 1995 SHHA became the Assignee of the Tram Co. with the rights to enforce Architectural Control and Unit Covenants in Sandia Heights. In 2015 SHHA became the Assignee from North Tramway Estates to enforce their Use Restrictions.

In 2019 SHHA became the Assignee from Hawks Landing to enforce their Use Restrictions.

Within the Units there are several enclaves (parcels) for which the developer set up an HOA, ACC, and CSC. In many instances these HOAs have been dissolved and ACC and CSC enforcement granted to SHHA. In general, the original “Enclave” covenants remain on file with the Bernalillo County Clerk, therefore the CSC has authority to enforce both the “Enclave” and SHHA Unit covenants.

### **4.4 Covenant Violation Forms and Letters**

Covenant violations are reported and investigated and documented through a formalized system. See *SHHA Rules and Regulations for the Association* on the SHHA website for the investigation process. The office staff provides administrative support to CSC and retains all documentation.

#### **4.4.1 Covenant Violation Form**

The Covenant Violation Form can be found on the SHHA website. Blank hard copies are kept in the front office. These forms must be filled out by an SHHA homeowner and member to initiate a covenant complaint. If they are not a member, they may sign up and agree to establish membership for a minimum of ONE year.

#### **4.4.2 Covenant Form Letters**

1. Upon receipt of the covenant violation form, the office staff will mail a letter to the complainant acknowledging receipt of the complaint.
2. If it is determined that there is no validity to the complaint, for example the particular Unit Covenants do not specifically prohibit the alleged violation, then the office staff will send a letter to the complainant explaining the determination.
3. If it is determined that there is a covenant violation, then the office staff will send a letter (Certified Mail, Return Receipt Requested) to the violator specifying the violation and setting a time for resolution.
4. In the event that the complaint cannot be resolved by contacting the violator, then a reminder follow-up letter (Certified Mail, Return Receipt Requested) is sent implying that the matter may be referred to the SHHA attorney.

## **4.5 The Investigative Report**

A formal Investigative Report (IR) is documented for every covenant violation. The CSC member is responsible for completing the IR which documents the investigation process. It includes photos, interviews, and recommendations for future action, and is permanently retained in the SHHA files. It is the document of record and in the unlikely event of a court hearing, it could be submitted for evidence.

### **4.5.1 Close Covenant File**

Covenant violation files are closed by request of the assigned CSC member at the monthly CSC meeting. The CSC member completes the Investigative Report and submits it to the SHHA office for the closing letters and retention in the appropriate file.

## **5 SHHA Member Benefits**

### **5.1 SHHA neighborhood sign reimbursement policy**

**(Board approved August 7, 2013)**

Release and use of Neighborhood Signs Reserve funds requires a written request to the ACC. If approved by ACC, request is forwarded to the Executive Committee for preparation of a motion to the BOD for release of funds up to a lifetime maximum of \$1500 per neighborhood.

Policy:

1. Reimbursement for Neighborhood Signs by SHHA to neighborhoods in Sandia Heights that have local dues-paying “owners’ associations organized as nonprofits to manage and maintain roads, landscaping, and other improvements” (e.g., Hacienda) **will not be duplicated by SHHA** for Neighborhood Sign labor and material cost incurred and paid for, in most recent 12 months, by these local Sandia Heights “owners’ associations.”
2. The Neighborhood Sign Reimbursement program will be operated by SHHA for 15 years (2013–2028) and the maximum cumulative payment(s) to any single SHHA Unit is \$1500.

Procedures:

1. Before construction work begins, prepare and submit a request to SHHA that includes a picture or drawing of Sign with indication of sign location/placement and an estimate of purchase, installation, and/or maintenance cost.
2. Request will be routed thru SHHA ACC for approval or rejection.
3. Request will be reviewed by EC.
4. Successful request results in a motion being submitted to the SHHA BOD to release funds from reserve.

Neighborhood contact will be notified by SHHA Office staff regarding approval or rejection of request (in writing).

After construction is done (if approved):

1. Neighborhood contact submits a picture of sign and a request for reimbursement with copy of invoice(s) for sign cost and any purchased labor,
2. SHHA office prepares reimbursement check and distributes it to neighborhood contact, and
3. SHHA office closes request with a copy to file.

## **6 Office Staff Repetitive Tasks**

### **6.1 SHHA Calendar**

Use the SHHA calendar to ensure completion of all necessary tasks. The office uses two calendar boards, located on the wall in the front office, to schedule meeting room reservations and for general reminders of upcoming actions. To reserve the conference room committee members must notify the office staff so that the date and time can be scheduled on the calendar. If someone has already scheduled for that date and time, reschedule the meeting.

### **6.2 Daily Tasks**

#### **6.2.1 Opening the office**

Upon arriving at the office, turn off the alarm, turn on all lights, open all window blinds in the front office. Turn on the computers and copy machine and unlock fireproof cabinets, as needed.

#### **6.2.2 Check phone messages**

SHHA has voice messaging. The instructions to retrieve phone messages/update announcements can be found in one of the fireproof cabinets. The office staff must decide how to reply to phone messages or who to forward the message to (EC, committee chairs, etc.) If forwarding to a Board member, do so via email or phone call.

#### **6.2.3 Check Email**

SHHA currently has two email addresses:

[SHHA@sandiahomeowners.org](mailto:SHHA@sandiahomeowners.org) and [sandiaheights@comcast.net](mailto:sandiaheights@comcast.net).

The SHHA office staff will scan each message for content and forward as appropriate. Comcast is our Internet provider.

#### **6.2.4 Check Mail**

SHHA receives mail either through the mail slot in the door or delivered inside by the mail carrier.

Mail is treated similar to email. Staff should stamp the date received on the mail, decide whom the information is for, and then place it in that person's folder (Each Board Member has a folder located in the front office). For information that is time sensitive or is deemed important, notify the Board member via email or telephone of the nature of the mail and that it has been placed in their folder at the office.

## **6.3 Weekly Tasks**

### **6.3.1 Miscellaneous Housekeeping**

All garbage is to be collected from each indoor trash can. Place bags into a large trash can and place in the dumpster. Vacuum the carpet and clean the bathroom. Water the plants.

### **6.3.2 In and Out Reports**

In and Out reports are emailed to us on a weekly basis from Sandia Heights Services. Please see Membership Maintenance for complete information.

### **6.3.3 Timecards**

Timecards should be filled out each Friday and signed by the Treasurer or assigned Executive Officer. They are emailed in PDF format to Paychex, Inc. or current payroll provider.

## **6.4 Monthly Tasks**

Many activities of the staff occur during a particular week of the month, i.e., first week of

month, third week of month. Many of these activities are outlined in the staff's outlook calendar, or on their computers.

#### **6.4.1 First Week of Month**

1. Remind the BOD via email to prepare items for the agenda for the upcoming Board Meeting (second Wednesday of the month).
2. The President prepares the EC meeting package.
3. Remind all Committee Chairs to prepare an article for the upcoming *GRIT*.
4. The ACC meets on the first and third Wednesdays of the month. On Wednesday, have the agenda, any PowerPoint photos and the minutes from the last meeting prepared on the laptop.
5. Data Backup: See page 18.
6. Email reminder to be sent to Board of Directors assigned to keep the external hard drive that the external hard drive is due to be updated.

#### **6.4.2 Second Week of the Month**

7. Email a second reminder informing the entire Board that *GRIT* articles and submissions are due by the 10<sup>th</sup> of the month.
8. If a utility bill stuffer needs to be sent out for the month, it must be delivered to Sandia Heights Services by the 2<sup>nd</sup> week of the month. Bill stuffers attract more attention from residents with paper billing. SHHA includes stuffers for important or time-sensitive events such as SHHA events, homeowner updates/notifications, etc.
9. On Wednesday, prepare the Board Meeting Package. This consists of
  - a. Sign-in sheet. Find the Excel document ***Sign-In Sheet***. Make sure to change the date; print a copy.
  - b. Committee reports. These should have been emailed to the board members prior to the board meeting.
  - c. Any materials or reports as requested by Board members.
  - d. The previous month's Board meeting minutes. Print these and have the appropriate officers sign them once approved by the Board.

#### **6.4.3 Third Week of Month**

10. The ACC meets on the first and third Wednesday of the month. On Wednesday, have the agenda, any PowerPoint photos and the minutes from the last meeting prepared on the laptop.
11. Website updates are made on an -as-needed basis. Updates that cannot be made by the office staff are referred by email to the website technician.

#### **6.4.4 Fourth Week of Month**

12. Update the website by adding the next month's *GRIT* publication and sending out an email to all email subscribers.

### **6.5 Yearly Tasks**

January/February timeframe for each new year

1. Begin shredding year 8 financial documents.
2. Begin deleting year 8 financial files.

#### **Once a Year**

After the Annual meeting, if Executive Officers have changed, inform Sandia Heights Security and Alarm Research with the new Executive Officers names and phone numbers.

## **6.6 Resident Walk-Ins and Phone Calls**

Residents of Sandia Heights walk in to the SHHA office every day for a variety of reasons. No matter what you're doing (unless you're on the phone), drop it and attend to the walk-in. Handle resident walk-ins similar to email, phone messages and mail. Take note of what the person wants or is inquiring about.

If the resident needs information that you do not know, but that a member of the Board would know, take down their name, address, phone number, email address and the nature of walk-in's visit. You can then forward that information to the appropriate Board member via email.

If the walk-in requires information that neither you nor the Board would know (such as County information, etc.) do your best to give them a phone number to call or some way to contact a person who can answer their question. There is an extensive listing of useful phone numbers in the SHHA Directory.

## **7 Membership Maintenance**

### **7.1 Resident Database**

The resident database is kept on the Joomla website. You must have administrative login capabilities to change resident information. Maintain and update with new information regarding resident's address(es), phone numbers, membership status, etc. Main source of information is the email from Sandia Heights Services. Other sources are the post office, and resident phone calls, emails and mailings.

### **7.2 "In and Out" Report**

These are emailed to the office on a weekly basis by Sandia Heights Services (SHS) as a Weekly SHHA Service Transfer Report, known to the office as the "In and Out" Report. Typically, this is emailed to us on a Monday or Tuesday. This details new residents and those who have cancelled. All new homeowners are new members automatically. Put SHHA membership under "Notes" and highlight in yellow. New construction and property managers / owners are not automatically enrolled. Do not include these on the "In and Out" report unless specifically instructed to. Do, however, record this information in the relevant database fields in Joomla. Add to this form any cancellations (from Sandia Heights email or resident emails and phone calls) in the "In & Out" report. Save the report under "In and Out" under SHHA Data Files/Membership Reports – Sandia Services in the current year. As the reports are emailed, save them to this file in the current year.

Place hard copies in current year's file folder in desk drawer. These hard copies will be used to retrieve owner of record information from Bernco.gov. Once this information is retrieved and entered into our database, the hard copies can be shredded.

Our current system is to update the database and send new resident packets upon the receipt of the In and Out Report from SHS. We email SHS back, before the end of the week, notifying them of all the new SHHA members by attaching the report to the email. We also can include any additions to membership resulting from new resident or new tenant walk-ins or phone calls. **FOR EXAMPLE: John Doe moves in as a new homeowner on February 6<sup>th</sup>. This information is received from the "In and Out" Report from Sandia Heights Services. On the day received, update the database and send John Doe a New Homeowner Packet. Place John Doe as a new member on the current "In and Out" report and send to SHS.**

### **7.3 New Resident Welcome Packet**

Sent to all new homeowners and tenants of Sandia Heights. This information comes from the Sandia Heights Services "In & Out" Report. Prepare these packets on a weekly basis or when you

receive the email.

The “Welcome Letter” can be found on ‘SHHA Data Files From ACC/In-Out Reports’. On the Welcome Letter there is space for the name and address of the new homeowner or tenant.

To be included in the Welcome Packet:

- Welcome Letter (We have three types of letters. 1. Member 2. Non-member 3. Tenant)
- Covenants
- Directory listing form for members only (A directory and membership tag is mailed to homeowner once this form is completed and returned to the SHHA office.)
- Monthly publication. *The GRIT* (when available, for members only)
- Things You Need to Know About Your Covenants and Bernalillo county Ordinances
- Sandia Mountain Bear Watch’s tips for living with bears
- Plague, Hantavirus, and Mosquito pamphlets
- Sandia Heights Services recycling calendar (when available) and additional information
- Sandia Heights Services security patrol information and Sandia Peak Tramway brochure
- Refrigerator magnet with SHHA useful numbers (when available)

You will find these materials in the front office. When these materials run out, contact the appropriate agency (Sandia Services for brochure, Bright Ideas for magnets, County, City) and request/order new supplies.

Place all of the above-mentioned items in a manila envelope. Weigh your complete package for postage. Run the postage meter tape through for the postage and stick-on envelope. Make sure to put a return address label (12700 San Rafael Ave. NE, Ste 3 at top left-hand corner of envelope.

## 8 Communications

### 8.1 Phone Calls, Emails, Faxes, Mail

Prompt and courteous response is expected. We serve the community and the Board so these communications are of first priority.

#### 8.1.1 Mail

The Sandia Heights Homeowners Association (SHHA) mailing address is:

12700 San Rafael Avenue NE, Suite 3  
Albuquerque, NM 87122

#### 8.1.2 Phone/Email

Unless otherwise notified, the SHHA staff will never give out committee members’ phone numbers or emails, but will take the resident’s information (address/telephone # and issue) and relay that information to the appropriate person. Keep good records of all telephone calls, messages, faxes and emails. All emails received from residents that are forwarded to a Board member require a simple response conveying that the message was received, and that it has been forwarded to the appropriate committee.

**Email:** [SHHA@sandiahomeowners.org](mailto:SHHA@sandiahomeowners.org) found on Microsoft Outlook. This email address is associated with the website and general SHHA communication. Make sure you hit the send/receive button to get all new incoming mail. [Sandiaheights@comcast.net](mailto:Sandiaheights@comcast.net) or [shha@sandiahomeowners.org](mailto:shha@sandiahomeowners.org) are used for communications and publications.

#### 8.1.3 Security Alerts

SHHA offers members the option to sign up for security email alerts. Security email alerts are messages sent from the SHHA office to subscribing members that outline recent criminal activities

in SH as well as any upcoming events or activities. We may receive information for security alerts from SH Security, Sheriff and residents. Approval will be obtained from a member of the Executive Committee BEFORE a security alert is sent out.

For those who sign up for security alert emails: In the Joomla resident Database, check the box “wants emails”. Place the resident’s email in the email field.

## **8.2 The GRIT**

*The GRIT*—the SHHA newsletter—is published 12 times annually and it is mailed or emailed to every SHHA member and current advertiser. Archive copies are kept in the office. Print Express prints and mails the GRIT and to the office the extra copies. The GRIT is always coordinated through the Chair of Communications and Publications and approved by the Secretary as the representative of the Executive Committee before publication.

The deadline for submissions to *The GRIT* is the 10<sup>th</sup> of the month. If the 10<sup>th</sup> falls on a holiday or weekend, then the deadline is the previous business day. *Standing Special Rules*

- The Editor of *The GRIT* and the Committee Chairperson make all editorial decisions.
- Original material is reviewed for spelling, typographical errors, basic grammatical correctness, clarity, and suitability for publication. *The GRIT* staff will correct minor typographical, spelling, and grammatical errors.
- All content will be formatted and laid out as needed to meet layout constraints and *GRIT* format standards. There is a “Format and Style Guide” available for *The GRIT*.

## **8.3 Preparing the Database for Bulk Mailing**

We currently use Joomla database to prepare the mailing list for the bulk mailer. In the database select “Make GRIT Mail List.” Program code appears. Email the produced Excel document to the printing company.

## **8.4 Utility Bill Stuffers**

Sandia Heights Services will print and mail, free of charge, 9 bill stuffers per year according to our annual contract with them. The requested bill stuffer information has to be emailed to them no later than the 2<sup>nd</sup> week of the month.

## **8.5 Contact with Sandia Heights Security, Sheriff, and Fire Department**

The office staff may call Sandia Heights Security (856-6347), Bernalillo County Sheriff (798-7000) and the Fire Department (314-0090) to ask for any relevant information for Sandia Heights or that residents might like to know. Mention that you will credit them with any information that is published.

## **8.6 Office Equipment**

The Executive Committee is responsible for the maintenance, repair and updating of all office equipment. All office equipment manuals can be found in the front office cabinet (with ACC files) bottom drawer.

Program disks can be found in the lower left-hand side fireproof filing cabinet.

The Copier is for use by the Board and committee members for official business. For unofficial use, Association members are limited to an amount not to exceed 20 pages per calendar month. The cost for additional copies is determined by paper costs and machine maintenance based on previous year’s copier cost. *Standing Special Rules*

Board members and committee volunteers will be permitted to sign out the camera, noise meter and light meter for the purpose of SHHA business. The equipment and sign-out sheets are located

in the filing cabinet in the front office. **Passed by SHHA Board 8/12/2009.**

## **8.7 Computer General & Data Backup System**

### **8.7.1 Data Backup**

There are 3 external portable hard drives (2 – Seagate Backup Plus Drives and 1 – My passport) numerically labeled (#1, #2, #3).

1. External portable drives are backed up every Friday. One external portable drive is retained by an Administrator at their residence over the weekend and during office closures. One external portable drive is taken by a Board member each month with a fireproof safe and returned the next month for the most recent backup. When backup drives are taken offsite, it is noted on the sign out sheet with name, date and the labeled number on the drive and verified by staff upon return.
2. Before backing up the portable drives, the previous backups on the portable drives must be deleted. Make sure that the second portable drive is connected as well. Two USB cables currently stay connected to the computer to be used for the external portable drives. Next go to “File Explorer” on the left-hand side you will see Seagate Backup Plus Drive, open the SHHA backup file, then website backup file and delete the last backup. Repeat this process for both external drives. Once previous backups are deleted from both external files, there is an icon on the desktop of the main computer labeled “Backup to External USB Drives. Double click on the backup icon and it will backup automatically to the connected drives.
3. QuickBooks backup. QuickBooks runs a backup automatically after the program is opened and closed 4 times.
4. The office also backs up the network computer to the second computer. The computer is backed up every Friday. If the network computer fails, the second computer will contain all of the backup files as well.
5. All routine hard-copy documents will be retained for 4 years. Legal files and historical community plans will be kept indefinitely. **Approved by Board 1/11/2011**
6. All financial files will be kept for seven years and destroyed after year eight. Starting January 2021, financial documents will be scanned into SHHA Document Retention and Retrieval System.

### **8.7.2 Computer Maintenance**

Website updates, software and hardware services and technical support are provided by contracted service on an as-needed basis. Current contractors are identified in the Microsoft Outlook Contact list.

### **8.7.3 Office Printers**

The SHHA office has a one laser jet printer and one leased copier/fax/scanner from Digitech.

### **8.7.4 Postage Meter**

Postage is noted on the postage meter readings chart (located by the meter) by staff on a monthly basis. At the end of the month, the staff enters the dollar amount used that month to QuickBooks. Add postage to the meter as needed.

## **9 Finance**

### **9.1 Receiving Bills/Checks**

Stamp all bills with date stamp Place them in the finance file folder so that checks can be written as needed. After writing the checks from QuickBooks, which automatically posts them, put the

checks and invoices in an Officer's file folder for signature. Once the checks are signed make a copy of each check and attach it to the invoice before filing them in the current year accounts payable file.

Only SHHA members can incur expenses on behalf of SHHA. **Board motion 8/10/2011**

Checks written for more than \$1500, except for checks for staff costs Paychex, Inc. which shall have a \$2000 limit, shall require two officer signatures. ***Standing Special Rules***

Make a photocopy of all checks received. Log the check onto the Check Log and stamp the back of each check with the "For Deposit Only" stamp and file in the Check Log file folder. Every Friday (or as needed) make out a deposit slip and post the deposit to QuickBooks. When you receive the bank deposit receipt, staple it to the copy of the checks and file in the current year deposit folder.

## 10 SHHA Office General Operations

The office is not to be used for non-SHHA activities.

### 10.1 **Office Keys**

An office key shall be issued only to two office staff, Officers and Committee Chairs, or as authorized by the President. ***Standing Special Rules***

### 10.2 **Office Supplies**

Petty cash can be used for miscellaneous office supply purchases.

No more than \$200 is kept in petty cash. Notify the Treasurer when the balance gets low. Always keep a running total in the Excel Petty Cash document. Every Friday (or as needed) total the petty cash log and verify the cash balance, and post the petty cash log to QuickBooks. File the petty cash log in the filing cabinet under the current year Petty Cash Report file folder. Make a new petty cash log for the upcoming week.

### 10.3 **Office Employee Rules**

1. The President of SHHA, with Executive Committee approval, shall have major discretion regarding hiring, termination, requested leave (for personal reasons such as doctor visits), office hours and salaries.
2. The Executive Committee shall review the staff salaries on an annual basis to determine what, if any, cost-of-living adjustment should be provided, as well as review the duties that the staff is performing to determine whether an adjustment in hours or duties is in order. Salary adjustments require Board approval. See "Standing Special Rules" in ***Board of Directors Handbook***.
3. At least one of the office staff shall be a Notary Public. Notary services are available ONLY to SHHA members. See "Standing Special Rules" in ***Board of Directors Handbook***.
4. Office staff have been trained and registered to provide voter registration to any Sandia Heights resident.
5. The SHHA office shall be open from 9 AM to 4 PM Monday through Friday and closed on all Federal holidays and in extreme inclement weather. See "Standing Special Rules" in ***Board of Directors Handbook***.
6. The office staff, with input from Board members, shall maintain a current master calendar that lists important due dates for various actions, including local, state and federal requirements. See Appendix A. See "Standing Special Rules" in ***Board of Directors Handbook***.
7. Computers shall only be used to perform authorized office functions except as permitted by the President or Executive Committee. No unauthorized programs shall be installed on the office computers. If a new program is desired, employees should ask the President.

8. The internet and email shall be used only for authorized SHHA work except as permitted by the President or the Executive Committee.
9. Office supplies, such as paper, pens and the copier, shall be used only for SHHA work except as permitted by the President or Executive Committee.
10. As the SHHA office is the major physical link between homeowners and the Board, it shall be kept neat and orderly at all times.
11. Employees shall be courteous to all homeowners at all times regardless of how difficult some may be.
12. Employees shall always maintain a well-groomed appearance.
13. Employees should only record hours on their timecard that were actually worked doing official SHHA business. Timecards should be prepared on Friday for the President's (or another officer's) signature.
14. Employees should be aware that occasions could arise when they may be requested to work extra hours. They will be paid for this at their standard hourly rate, or at 1.5 times their hourly rate if they work more than 40 hours during any given week.
15. Employees shall be aware of the office inventory and shall order any necessary items.
16. Employees shall assist the Treasurer as necessary to ensure that all billing and financial records are correctly recorded and filed.
17. Employees shall assist the Secretary in maintaining SHHA records.
18. Employees should be aware that SHHA has adopted rules regarding sexual harassment (See Section 10.7). It will not be tolerated.

#### **10.4      *Office Personnel Policy***

**(Passed by SHHA Board 8/13/2003)**

1. The authority and responsibility for management of the SHHA office shall reside with the President of SHHA (President) subject to the requirement of Executive Committee majority approval of any and all of the items 3-8 detailed below.
2. The Executive Committee (EC) for the purpose of this motion shall be understood to include the President, Vice President, Treasurer, Secretary and heads of the Architectural Control (ACC) and Covenant Support Committees (CSC).
3. The President shall determine written job requirements, such as required skills and duties to be performed, which shall be given to the contractor employment agency (CEA) as criteria for SHHA considering employment of personnel.
4. SHHA staff will be paid for all Federal holidays and the office will be closed the week of Christmas. The office staff will not be paid for the entire week, but only for Christmas. **Board motion 11/14/2007**
5. The President may establish general rules for the use of office equipment and office facilities.
6. The President shall determine which EC members other than him/her will interview candidates provided by the CEA. A minimum of at least 3 EC members must interview any candidate. If the candidate to be considered is one for the position of ACC/CSC Administrative Support, the Chairs of the ACC and CSC shall be included with the interviewers. Interviewers shall provide written synopses to the EC for their consideration.
7. The President may, without stated cause, terminate an employee. If said employee has held the position of ACC/CSC Administrative Support, such termination requires the EC votes of the heads of ACC and CSC.
8. The President may request that employees work extra hours on certain special SHHA functions and pay them for such extra work. Such employees are under no obligation to accept such extra hours.

## 10.5 Sexual Harassment

Sexual harassment of anyone, as well as retaliation against anyone who has reported sexual harassment, is unacceptable and will not be tolerated by the Sandia Heights Homeowners Association (SHHA). Harassment on the basis of sex is a violation of Title VII of the Civil Rights Act of 1964 and of the New Mexico Human Rights Act. An action can also be brought for sexual harassment under New Mexico common law. This policy applies to all members of the SHHA's Board of Directors, committee members, temporary workers, employees, contract employees, and independent contractors.

**SEXUAL HARASSMENT IS BEHAVIOR OF A SEXUAL NATURE THAT IS UNWELCOME AND HAS THE PURPOSE OR EFFECT OF UNREASONABLY INTERFERING WITH WORK PERFORMANCE OR CREATES AN INTIMIDATING OR OFFENSIVE WORK ENVIRONMENT.**

The Equal Employment Opportunity Commission (EEOC) has published guidelines relating specifically to sexual harassment. There are two kinds of sexual harassment, *quid pro quo*, and hostile environment.

*Quid pro quo* is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made, either explicitly or implicitly, a term of condition of an individual's employment; or (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.

The essence of a hostile environment claim is that an individual has been required to endure a work environment that, while not necessarily causing any direct economic harm, caused psychological or emotional harm or otherwise unreasonably interferes with an individual's work performance or creates an intimidating, hostile, or offensive working environment.

A hostile environment case has four elements: (1) the complainant was offended by the unwelcome sexual conduct; (2) the offensive conduct was based on gender; (3) the offensive conduct was severe and pervasive; and (4) the employer [Association] knew or should have known of the offensive conduct and filed to take remedial action.

The EEOC guidelines also state that it is unlawful for employees to receive employment benefits solely because of submission to sexual advances where other qualified individuals are denied such benefits.

Sexual harassment includes offensive sexual flirtations, advances or propositions, verbal abuse of a sexual nature, graphic or degrading comments about an individual or his/her appearance, the display of sexually suggestive objects or pictures (e.g., calendars, posters, etc.), leers or whistles, or any other offensive or abusive physical contact. Such contact can be verbal, in person, through use of electronic communications, or other means of written communication.

Computer downloading, i.e., on office computer equipment from unauthorized web sites, and/or displaying or disseminating materials, which may be considered by some to be obscene, racist, sexist, or otherwise offensive, may legally constitute harassment by creating a hostile work environment. Computer downloading or viewing of materials of a sexual, pornographic, racist, sexist or otherwise offensive nature is strictly prohibited. All such materials and actions are subject to SHHA's harassment policy. Violations of this policy are grounds for disciplinary action up to and including termination and removal from the Board or a committee.

If anyone feels that he/she is being harassed on the basis of sex or that employment/association decisions are being made on the basis of sex, he/she should contact the designated sexual harassment monitor(s) (the Monitor) immediately. The Vice-President is the designated Monitor, unless the President needs to be notified instead. If the person feels apprehensive about reporting the incident to the Monitor, he/she should report the incident to any member of the Board with whom the

person feels comfortable. All discussions and investigations regarding charges of sexual harassment will be treated as confidentially as is appropriate under the circumstances.

Anyone who engages in sexual harassment is subject to disciplinary action up to and including termination or removal from the Board or a committee; however, as to employees, temporary workers, and contract employees, this in no way affects the at-will nature of employees' status under SHHA's right to discharge an employee or worker without notice for any reason at all.

Reporting/Investigating Sexual Harassment. The following procedures explain the steps one should take if he/she believes he/she is being sexually harassed, and the steps SHHA will take in the investigation of alleged sexual harassment. SHHA will investigate all allegations of sexual harassment. All investigations will be conducted as confidentially as is appropriate under the circumstances, and limited to the parties and witnesses involved and management, on a need-to-know basis.

#### **10.5.1 Actions of Person Who Feels He/She Is Being Harassed (Steps 1 & 2):**

1. Confront the person(s) responsible for the harassment. State your feelings about the action(s) and inform the person(s) to stop the harassment immediately. If you feel apprehensive about confronting the person(s), contact the Monitor. If you feel apprehensive about contacting the Monitor, you should contact any member of the Board with whom you feel comfortable.
2. If the harassment continues, report the incident to the Monitor or any member of the Board with whom you feel comfortable.

#### **10.5.2 Board Actions (Steps 3-5):**

3. Any Board member who receives a complaint of sexual harassment will:
  - a. Take appropriate actions to limit contact between the reporting person and the alleged harasser.
  - b. Notify the Monitor or the President of the Board if he/she indicates that they do not want the Monitor contacted.
4. An investigation that is as fair and complete as is reasonably possible will be conducted immediately. It may include interviews with persons who may have relevant knowledge. All persons involved in the investigation of a complaint of sexual harassment will maintain confidentiality during and after the investigation. No person or entity will be involved in or informed of the investigation unless necessary.
5. At the conclusion of the investigation, the person who made the complaint will be informed that the investigation has been completed and may be informed of the results of the investigation. The Monitor will keep in contact with the person who made the complaint to ensure that the harassment, if substantiated, has stopped and that no retaliation has occurred.