

OUTDOOR RESORT PALM SPRINGS
ADMINISTRATIVE POLICIES & PROCEDURES

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SECTION I - BOARD & MANAGEMENT POLICIES

I.A GENERAL

The Manager and Association Accountant will have the authority to file liens, foreclosures, and judgments on behalf of the association.

No individual Board member, member of a Committee, or individual owner may contact the association attorneys, accountants, or insurance agent. Contact between the association and its attorneys', accountants, or insurance agents must be by the Board President or his/her assignee. No exceptions.

Directives to the General Manager from members of the Board must be transmitted through the Board President.

All full-time department heads will be approved by the Board of Directors before being hired.

The Manager will not be allowed to reside in the resort.

The Manager will be allowed to bring guests and family members into the resort to play golf with him/her at no charge.

The Association mail room will not forward mail for guests-only owners. Non association related mail may not be distributed in the ORPS mail boxes without appropriated postage.

Board members are expected to attend all agenda and board meetings whenever possible.

Owners will not be provided copies of membership lists or mailing labels for private use, but are allowed, for appropriate reasons and with approval of the Board, to purchase copies of the association directory lists and updates at reproduction costs. Lists for any advertising will not be provided.

Owner Correspondence - The Board of Directors will address comments, suggestions, and questions that are presented in the form of a letter or through electronic transmission (email), identifies the lot owner and the lot number, and is a topic that should be addressed by the Board. The Board's response will address the specific inquiry or concern as informatively as possible. In some cases, if appropriate, the correspondence will be referred to the General Manager for response.

Non-confidential owner correspondence and Board responses are generally available for review in the Board Room Office. If correspondence relates to matters of a confidential nature, it should be clearly labeled as Confidential and be directed to the

Board of Directors only. To be considered confidential, the correspondence must concern matters that are defined in California Civil Code as privileged or of a private nature and defined as (1) legal issues; (2) formation of contracts; (3) disciplinary matters; (4) personnel issues; (5) payment plans; or (6) foreclosure actions. In addition, correspondence of a sensitive or personal nature may be considered confidential. If owner correspondence is identified by the sender as "Confidential" but does not concern a confidential matter, the Board Secretary will so notify the sender who will have the option of either (1) withdrawing the correspondence or (2) removing the Confidential designation.

The board or designees may limit the number of tickets sold per owner and/or per guest for special events involving a limited number of attendees.

Use of pantry supplies, decorations, and paper goods belonging to the association is limited to association activities only.

Employee performance reviews will be made by the board for the manager and the board secretary every year. Employee performance reviews will be completed by management personnel every year, or more often during probation periods of employment. These reviews will be kept in a confidential file.

Use of the bulletin boards in the main and satellite laundry rooms will be for association use only when approved by the board. Other items put on these boards may be removed by a designated volunteer owner. Clubhouse bulletin boards will be for the exclusive use of owners and association only.

All association correspondence, documents, reports, and board-related material will be kept in the board file room, except for materials marked "confidential". Board members can copy these records for their use, but must return the original to the files. Removal of file copies from the Board room is prohibited.

Copies of all board related and management correspondence, both incoming and outgoing, must be copied for the board room files.

Reports of Executive sessions, including telephone conference executive sessions will be kept to record only the decisions made and are to be maintained in a confidential file. As per legal requirements, these decisions will be regarding legal matters, personnel related matters, and other matters which are deemed to be confidential in nature.

Association management, ORPS staff, and the Board of Directors reserve the right to reject any vehicles not meeting RIVA and/or industry standards.

Any RV that is unsightly due to alteration, reconstruction, or displaying equipment on the outside which is not factory installed, may not be admitted to the resort. Signs, logos, or advertising on any vehicle will not be permitted except service vehicles during

the day. Consideration may be given regarding any mechanical changes on any RV regards to renting at ORPS.

I.B BOARD AND COMMITTEE LIAISONS

A liaison represents the Board of Directors in regard to all business of a standing or ad hoc committee. All committees are advisory to the Board in accordance with Article 9, Committees, of the Association's Bylaws, unless, pursuant to Article 9.5, the Board has authorized and empowered an advisory committee with specific decision-making authority. The A&A Committee is not a Board Committee nor an Advisory Committee but has its own independent authority as set forth in Article 7 of the Association's CC&Rs,

The Golf, Tennis, and Pickleball Committees shall approve all special events and tournaments for their sport, except that Board approval is required for all private owner tournaments that are held on Saturday, Sunday, or on a Holiday. Board approval is also required for all tournaments where the majority of tournament participants are non-owners and consequently owners are unable to have full use of the golf course or sport courts during the tournament play.

The Activities Committee shall develop the calendar of activities for the year.

The Board Liaisons for Golf, Tennis, Pickleball and Activities will inform the Board of Directors of schedules when established. In the event of a scheduling dispute between parties, or a disagreement with a Committee scheduling decision, the Board Liaison will present the matter to the Board of Directors for final determination.

Additionally, the Safety & Security Committee may set up patrol teams and schedules with sanction from the Board and in coordination with the Security Post Commander.

A Board liaison should not be acting as a voice at the committee meetings, but only contribute when called upon or when a committee is functioning improperly. It is useful, however, for the Board liaison to review the agenda ahead of the meeting and contribute subject matter to be presented. These agenda items are presented to the Committee chairperson for discussion and action when appropriate and he/she presents this to the committee.

Committee Action Items for Board Approval

When a Committee has an action item for consideration by the Board, an ORPS BOARD & MANAGEMENT COMMITTEE ACTION FORM (attached as Exhibit A) shall be prepared by the Committee and shall be approved by the Board Liaison. Once approved, the form will be submitted to the Secretary of the Board to schedule for action by the Board of Directors. The Liaison's approval in no way represents or commits the Board of Directors to the item's approval.

Committee Meetings:

All committee meetings are open to all members of the association. A simple majority (quorum) of the committee members must be in attendance at a committee meeting before the meeting can be considered official.

The committee meeting schedule is to be approved each year by the Board.

Committees may call special meetings, as necessary, with approval of the Board Liaison. Changes to committee meeting dates and/or time, or any special meeting called, should be reported to the Board Secretary as soon as possible by either the Committee Chair or the Board Liaison.

It is desirable for the Board Liaison, or back-up Liaison to be present at all Committee meetings if possible. However, a committee meeting may proceed and conduct business without a Board Liaison present.

The Activities Director is to be invited to attend meetings of the Activities Committee and, whenever possible the Tennis, Pickleball and Golf Committee meetings. The Security Post Commander is expected to attend the meetings of the Safety & Security Committee. The accounting staff is expected to attend the Finance Committee meetings. The General Manager, or designee, is expected to attend all Board advisory committee meetings if possible.

Minutes of each meeting, whether a regularly scheduled one or a special one, are required. Copies of these minutes are presented to the Board Liaison and a copy is kept in the Board room files, committee minute's notebook, and a copy is distributed to the General Manager, Department Head, and to each committee member in advance of the next scheduled meeting. Each committee is bound by the written charter with regard to its purpose, their membership requirements and duties as written, and they are accountable to the Board of Directors in all matters within their purview.

Annual Orientation for Committee Liaisons and Officers

Annual orientation sessions will be arranged by the Board of Directors for all Committee Board Liaison and Officers responsible for Committee activities, minutes, reporting, publicity, etc. The orientation will consist of:

1. The Board finance screening system requirements for monitoring their committee activity operating costs and requesting capital and reserve expenditures.
2. The finance screening procedures
3. Standardized committee charter formats

The annual orientation will be scheduled in the fall of each season with multiple sessions held so that all committee liaison and committee officers may attend.

Owners may attend any orientation session.

I.C GENERAL MANAGER POSITION POLICY STATEMENT

This policy is to be used for staffing the General Manager position either on a temporary or permanent basis.

Temporary basis:

1. When the current General Manager is temporarily not available due to vacation or illness (not to exceed 30 days) the General Manager will designate a qualified replacement for that period.
2. When the current General Manager is temporarily not available due to illness (over 30 days) the General Manager will make a recommendation to the Board for approval of a temporary replacement
3. If the General Manager is absent for more than 90 days, the Board may look for a permanent replacement.

Permanent basis:

1. When the current General Manager's employment ends, either through retirement or contract completion, etc., the Board will look at several sources for a replacement.
2. The first option would be to determine if the current General Manager is interested in a new contract. If he/she is, and the Board is satisfied with his performance, a new contract can be negotiated. The negotiation will be conducted by the Board President with approval from the entire Board. If the current General Manager is not interested in a new contract, or if contract negotiations are not successful with the current General Manager, go on to the procedure as stated below.
3. Solicit candidates from the current staff and/or advertise in newspapers, on the internet and/or with head hunters.
4. The Board will review all applications (both internal and external) to determine those that appear qualified.
5. Set up interviews with the qualified applicants. The initial interviews will be contacted by two Board members appointed by the Board President. The Board President can be one of the two Board members conducting the interviews, if so desired.
6. Once the qualified applicants have completed their initial interview, the two Board members will recommend to the entire Board those applicants (not to exceed five (5)) that should be given further consideration. Those remaining applicants will then be interviewed by the full Board. The Board will then vote to determine the successful applicant.
7. A new contract must then be negotiated with the successful applicant. The length of the contract shall not be more than two years. The negotiation will be conducted by the Board President with approval from the entire Board.

I.D AFTER HOURS WORK POLICY

The Association has no objection to an employee holding another job as long as they can effectively meet the performance standards for their position with the Association. The Association, however, asks that you think seriously about the effects that such extra work may have on the limits of your endurance, your overall health and well-being, and your effectiveness with the Association. The Association will hold you to the same standards of performance and scheduling demands as all other employees, and cannot make exceptions for employees who also hold outside jobs.

Independent Tasks

Employees are not permitted to perform personal tasks (i.e., car repairs, landscape work, etc.) for other employees during their scheduled shifts. If a situation arises that may violate this rule, please contact your supervisor for clarification.

Because of the risk of a potential conflict of interest, you must exercise discretion when performing work on an individual basis for a resident. i.e., “**Independent Task(s)**”. Any Independent Task performed for a resident that is not an Association-related matter must be done on an employee’s own time (i.e., off the clock). This time may only be after working hours and not during an employee’s break or lunch period. You may only make arrangements to perform Independent Tasks after working hours, **NOT** while on the clock. You may not perform an Independent Task for a resident that is required to be performed by a licensed contractor unless you have such a license. Employees shall disclose to the resident that any Independent Task done is being performed by the employee as an individual and not as an Association employee. The Association shall have no liability or responsibility whatsoever for any Independent Tasks performed by an employee including but not limited to any injury to the employee occurring during the performance of any Independent Task. If you wear a uniform as part of your job duties, you may not wear this uniform while performing an Independent Task for a resident. The use of any Association equipment for any Independent Task is **strictly prohibited**. Any violation of this policy will lead to disciplinary action up to and including **termination of employment**.

SECTION II. – FINANCE AND ACCOUNTING

II.A CAPITAL FUND POLICY

The purpose of a Capital fund Policy is to establish a fund that receives monthly Owner assessments and disburses monies to acquire new assets which do not qualify as Reserve Fund expenditures.

The maximum annual spending for new assets, not replacement items that are provided for our Reserve Fund, according to the State of California and by our Bylaws, is 5% of our budgeted expenses for that fiscal year. This shall be calculated by multiplying this 5% x the total of all monthly assessments x 1213 lots.

In order to keep up with new technology and business needs, new assets are needed. The new assets would otherwise have to be paid from our Operating Fund and would have to be budgeted as a contingent expenditure.

Policy Statement:

The Capital Fund Policy rescinds the Capital Fund Policy of December 2004.

The Board of Directors will present a three year plan in which the Ownership can see the projected needs. This plan will be updated annually.

At budget time the Board of Directors will set forth a plan for expenditures and set forth this plan just as we do the Reserve Fund.

The Capital Fund is not be used for a “depository” for significant unplanned expenditures or as a reserve for future needs not yet determined. However, the Board of Directors does have the ability to make disbursements from this Capital Fund for unexpected or emergency items.

All expenditures from the Capital Fund will require the approval and signature authority as is required by the Reserve Fund.

Expenditures are to be in excess of \$1,000.00 as per our capitalization policy requirement.

All single items expenditures in excess of 5% of our budgeted expenses for the fiscal year must have the approval of the Ownership by a vote of the majority of the quorum according to our governing documents. This will apply to multiple year expenditures for a single project as well.

The Board of Directors has the authority to modify the above statement as they deem necessary.

II.B. FUNDRAISING POLICY

The purpose of a fundraising activity is to accumulate monies to support the Association's sporting facilities and/or activities; acquire an asset or make significant improvements to our common property; or for the purpose of a charity.

The Board of Directors encourages fundraising activities that improve the quality of our life and of our Resort and acknowledges that we have benefited from fundraising events whether they are for charitable purposes or for improvements that we all enjoy. Additionally, it is understood that many projects need an incentive to get off the ground and fundraising often provides that impetus.

Accordingly, fundraising events may be held as outlined below:

1. Committees of the Board of Directors that guide the management of the Association's sporting activities (Golf, Tennis, Pickleball, Health & Fitness) are authorized to conduct fund raising activities that directly benefit their sport (i.e., minor equipment purchases, special events; prizes or incentives to participants, etc) All monies accumulated are to be deposited with the Accounting Department, separately accounted for, with revenues and expenses tracked for each activity in accordance with standard accounting practices. If any such account balance should grow to \$5,000 or more, the excess funds will be transferred for general Operating Fund expenditures.
2. Fundraising activities to benefit an outside charity or to accumulate funds to acquire an asset or make significant improvements to our common property require advance approval of the Board of Directors. Requests for approval must be submitted well in advance of the event. The approval will be considered by the Board of Directors at their next regularly scheduled Board meeting following receipt of the *Request for Approval of Fund Raising Activity* form attached as Exhibit B and made part of this policy.

The event sponsor (Committee or individual owner) must acknowledge that all owners will have an opportunity to participate in the fundraising event.

Board approval will be based on the availability of and demand on the Association's facilities, and considerations of any potential impact on the ownership at large. Additionally, if the fundraising activity is to accumulate funds to acquire an asset or make significant improvements to our common property, the purpose must be approved by the Board of Directors.

All proceeds from the fundraising activity will be deposited with the Accounting Department. The costs incurred by the Association for the fundraising activity (such as the cost of room set-up, supplies, additional staffing costs, room clean-up, etc.) will be deducted from the event proceeds and the net proceeds will be distributed to the named charity or appropriate Association Account.

3. ORPS-sponsored events offered at no charge that “pass the hat” for donations to the performers, or a specific activity or organization (i.e., Cathedral City High School Choir or Jazz Band, the Norwegian Dancers, etc.) may be approved by the Activities Director and are exempt from these requirements. The costs incurred by the Association for the event (room set-up and cleaning/damage) will be deducted from donations received and the balance distributed to designated recipient.

II.C. INVESTMENT POLICY

Statement of Purpose: The purpose of this Investment Policy Statement is to clearly define the investment objectives and procedures for assets belonging to *Outdoor Resorts/Palm Springs Owners Association. (The Portfolio)*. This Investment Policy Statement is to establish guidelines for the effective and prudent management of the investment portfolio.

Investment Objectives

The primary objective for the portfolio is income generation with a secondary objective of capital appreciation. To meet that objective we will employ our Conservative Balanced Strategy which is designed to emphasize current income and future capital appreciation. Principal risk and fluctuation is expected and acceptable over the intended investment time horizon. The strategy seeks income and growth through a determined allocation between equities, fixed income, real assets and cash.

Time Horizon

The investment guidelines for the portfolio are based on an investment time horizon of a minimum of 5 years and preferably between 5-15 years. Interim fluctuations should be viewed with the appropriate perspective: similarly, your strategic asset allocation is based on this long-term perspective.

Target Return, Target Income & Risk Tolerance

The average annual target expected return will be between 3-6% annually. Short-term market fluctuations and volatility is expected and may be tolerated in order to achieve longer-term objectives.

Liquidity

The Association does not have a requirement for liquidity in this portfolio. First Foundation Advisors requires liquidity for investment management transactions, support administrative cost or as a defensive asset allocation.

Custodian

The Custodian is TD Ameritrade and is responsible for the safekeeping of the portfolio's assets. The specific duties and responsibilities of the custodian are:

1. Value the holdings.
2. Collect all income and dividends owed to the portfolio.
3. Settle all transactions (buy-sell orders).
4. Provide monthly reports that detail transactions, cash flows, securities held and their current value, and change in value of each security and the overall plan since the previous report.

Prohibited Transactions & Asset Classes

- Unregistered or restricted stock
- Commodities and futures contracts
- Private Placement Debt
- Conditional sales contracts and mortgages
- Uncovered options
- Hedge funds of venture capital
- Trust Deeds
- Short sales or margin purchases or purchases with debt directly or within a commingled fund
- Transferable certificates of participation in business trusts and limited partnerships
- Securities of the investment managers or their respective parents, subsidiaries or affiliates
- Securities in violation of California law
- Collectables-including art, coins and stamps
- Any investment which would give rise to Unrelated Business Income Tax "UBIT" as defined by the Internal Revenue Code.
- Structured Notes (such as inverse floaters or other floating rate notes whose coupon does not reset directly with market rates)
- Direct transactions are not permitted in options, short sales, or futures contracts of any kind.

Asset Allocation and Rebalancing Policy Guidelines

Long-term investment performance, in large part, is primarily a function of asset

class mix. Historically while interest-generating investments, such as bonds, have the advantage of relative stability of principal value, they provide little opportunity for real long-term capital growth due to their susceptibility to inflation. Equity investments, such as common stocks, clearly have a significantly higher expected return but have the disadvantage of much greater year-by-year variability of return. Therefore, investment performance will be viewed on a “total return” basis. This means that dividends, interest, and net appreciation or depreciation will be combined when evaluating investment performance and when considering the expenditure of funds in meeting the mission of Outdoor Resorts/Palm Springs Owners Association.

The assets of the Association shall be invested to achieve sufficient growth of capital to offset the effects of inflation and provide for future needs with a broadly diversified mix of asset classes and styles. Focusing on balancing the risks and rewards of each broad asset class, broad risk-return profile guidelines have been attached in Appendix A.

The customized asset allocation ranges for The Portfolio are as follows:

PS-Outdoor Resorts	Custom Allocation		
	Strategic	Strategic Target	
Cash	0-20%	0%	
Equities	10-55%	34%	
U.S. Large Cap	5-49%	15%	
U.S. Mid Cap	0-10%	4%	
U.S. Small Cap	0-8%	3%	
International Developed	0-15%	7%	
Emerging Markets	0-10%	5%	
Fixed Income	30-70%	54%	
Investment Grade Taxable	34-69%	44%	
Investment Grade Tax-Exempt	0-0%	0%	
International Fixed Income	0-9%	4%	
High Yield - Taxable	0-16%	6%	
High Yield - Tax-Exempt	0-0%	0%	
Alternative Strategies	0-20%	7%	
Real Estate	0-13%	3%	
Tangible Assets	0-12%	2%	
Total		100%	

Monitoring

The Investment Committee shall meet and confer quarterly, and at other times as needed, to review the investment portfolio of Outdoor Resorts/Palm Springs Owners Association in a manner consistent with this Investment Policy statement.

Actions of the Investment Committee may include, but are not limited to:

1. Reviewing the assets and net cash flow of the portfolio.
2. Reviewing the current asset allocation, compliance with this policy statement; and authorizing any redirection of cash flow, transfers and assets, or sales/purchases necessary to ensure such compliance within 90 days with the approval of the Association's Board of Directors.
3. Receiving and considering statistics on the investment performance.
4. Reviewing significant revisions to the expected long-term trade-off between risk and reward on key asset classes.
5. The Investment Advisor is expected to meet at least quarterly, or as deemed necessary, with the Investment Committee to review portfolio holdings and investment results within the context of this Investment Policy Statement.

Benchmarks

The benchmark for the Conservative Balance strategy is a blend of 21% S&P 500 Index, 9% MSCI ACWI Ex USA Net Index, and 70% Barclays Capital U.S. Aggregate Bond Index and is rebalanced monthly.

Revisions and Modifications

The Investment Committee is responsible for the periodic review of this Investment Policy Statement. Revisions, modifications, and/or proposals will be generated by the Investment Committee with the assistance of the Investment Advisor and approval of the Association's Board of Directors.

II.D. OPERATING FUND WORKING CAPITAL POLICY

The Controller shall maintain one half to one months (2% - 4%) of the Operating Fund's current annual budget as working capital for unforeseen circumstances.

Working Capital at the end of any fiscal year exceeding 4% of the current annual budget will be reallocated as determined by the Board of Directors in accordance with our Governing Documents and California Civil Code.

Working Capital is defined as Current Assets minus Current Liabilities on the Operating Fund Balance Sheet.

Any recommendations to modify this policy should be reviewed with the General Manager and the Controller prior to submission to the Board of Directors for final approval.

II.E. PURCHASING POLICIES & PROCEDURES

II.E.1 PURCHASE ORDER SYSTEM

PURPOSE

To define the use of a Purchase Order System

POLICY

To ensure there are proper controls over expenditures incurred, a purchase order system is used at the Resort. A purchase order system is used to document bids on products and services, to obtain approvals on those expenditures before the goods or services have been committed to, and to document instructions that Accounting will use once the invoice for the goods/services are received.

Purchase orders should be used on all purchases over \$100. All managers are encouraged to use a purchase order on purchases under \$100 to improve the documentation provided to accounting. All Capital and Reserve purchases must be on a purchase order.

PROCEDURE:

1. Obtain competitive bids as necessary. All managers should get competitive bids on a regular basis, to ensure that the price to be paid for goods/services from multiple vendors is known, and can be optimized.
2. Complete the purchase order with vendor name, address, date of purchase or current date, description of goods/services, price including tax, shipping, and installation as applicable. The purchase order should also include the account number that the goods/services will be coded to and in what month(s) they should be incurred. In the event that an invoice is not received by month-end, the purchase order can serve as back-up so the cost can be accrued. **Purchases from the Capital and Reserve Funds require Board approval before a PO is issued.**
3. Send the completed purchase order to the Controller and/or the General Manager, per the following:
 - For purchases up to \$500 – Department manager approval.
 - For all purchases over \$500 up to \$1,000 – Department manager and Controller OR General Manager to approve.

- For all purchases over \$1000 - Both Controller and General Manager to approve.
 - For all purchases above \$5,000, see Purchasing Authority memorandum regarding General Manager's authority.
 - All Capital and Reserve items require Board approval prior to purchase.
4. Once the appropriate approvals have been obtained, the approved purchase order will be routed to the Accounts Payable Clerk. The Accounts Payable clerk will detach and file one copy (white) and return the remaining purchase order copies (yellow & pink copies) to the Department Manager. At month-end, the Accounts Payable clerk will verify the receipt of invoices with the applicable purchase order. If an invoice is not received, the purchase order can be used to accrue the applicable expense if the goods have been received (or charged on revolving accounts).
 5. When the invoice is received by the department manager the manager will verify the receipt of goods, code invoice (as specified on the purchase order) and approve the invoice. The Department Manager will attach the yellow copy of the purchase order to the invoice and send to Accounts Payable for payment.
 6. Emergency Purchases – if there is an unexpected emergency purchase, the General Manager or Controller has the authority to make the purchase of the goods or services up to the amount of \$5,000 (see Purchase Authority, Section 6. for Emergency Purchases over \$5,000.00). A purchase order should still be completed with "Emergency Purchase" indicated on the purchase order. The purchase order should be provided to the Accounts Payable for filing with the invoice.

Purchase Order Variance – A variance of 5% of the approved purchase order amount will be considered acceptable without additional approval. If the variance will be greater than 5%, the Department Head must approve variance and notify the General Manager.

Exceptions to Purchase Order Process – The following items will be treated as an exception to the purchase order procedure:

- Food and beverage purchases do not require purchase orders
- Maintenance contracts (recurring weekly or monthly arrangements) will not be included on individual purchase orders. There will be a separate annual listing developed by the applicable Department Manager and provided to Accounts Payable.
- There will be some purchases that are routine and repetitive. (examples: cleaning supplies, paper supplies) These types of expenses can be set up on a "blanket purchase order". These blanket purchase orders will be set up by

the Department Manager and/or Purchasing Agent based on the current year's budget for the expense category. These purchase orders will include all purchase information and estimate the dates for interval purchases.

NON COMPLIANCE

The Controller is responsible to ensure this policy is followed and report to the Board President, Board CFO and General Manager when not.

ORDERING PO BOOKS

When ordering PO Books, rotate the PO #'s every 10000. Once the PO#10000 is used, re-order new books starting at PO #00001. (The Printing Place)

II.E.2 PURCHASE AUTHORITY

PURPOSE

To define the authority granted to the General Manager to make purchases

POLICY

To ensure there are proper controls over expenditures incurred, purchase guidelines have been developed. This authority is to assist the General Manager when making purchases on behalf of the Association.

COMPETITIVE BIDS

1. Contractual Recurring Expenses:

The General Manager may pay expenses which the Association is legally obligated to pay by contract which are identified in the annual budget and recur each month without obtaining the approval of the Board of Directors. However, there shall be no authority to pay any extras on any third party vendor or independent contractor unless approved, in writing, by the Board.

2. Non-contractual Budgeted Purchases:

The General Manager may make non-contractual purchases in amounts less than \$10,000 identified in the annual budget without seeking approval from the Board of Directors. The Manager may make non-contractual purchases identified in the annual budget in amount in excess of \$10,000, but no more than \$15,000 after receiving the written approval of the President or Treasurer of the Board of Directors. The Manager may make non-contractual purchases identified in the annual budget in amounts in excess of \$15,000 only after receiving the written approval of the Board of Directors. The General Manager shall provide written documentation to the Board of Directors of purchases made without Board of Directors approval at its next meeting.

3. Non-contractual Unbudgeted Purchases:

The General Manager may make non-contractual purchases in amounts less than \$5,000 not identified in the annual budget without seeking written approval from the Board of Directors. The Manager may make non-contractual purchases not identified in the annual budget in amount in excess of \$5,000, but no more than \$10,000 after receiving the written approval of the President or Treasurer of the Board of Directors. The Manager may make non-contractual purchases not identified in the annual budget in amounts in excess of \$10,000 only after receiving the written approval of the Board of Directors. The General Manager shall provide written documentation to the Board of Directors of purchases made without Board of Directors approval at its next meeting.

4. All Capital and Reserve items require Board approval prior to purchase.
5. **Emergency Purchases:**
Notwithstanding the other provisions of this policy, the General Manager may make purchases in any amounts without seeking approval from the Board of Directors if the purchases are necessary for any emergency up to \$5,000.00 but must still obtain the authority, written if possible, from the President, but if the President is not available, then either the Vice-President or CFO, for any amount over \$5,000.00. An emergency is defined as any repair involving imminent danger to life or property, or immediately necessary for the preservation and safety of the property, or for the safety of Members, or required to avoid the suspension of any necessary service to the Association and/or the Project. It is understood and agreed that the General Manager will, if at all possible, confer with the Board regarding emergency expenditures. The General Manager must attempt to notify all members of the Board of Directors immediately after making such a purchase.
6. **Non-Compliance:**
The Controller is responsible to ensure this policy is followed and report to the Board President and/or Board CFO when not.

II.E.3. CHECK SIGNING

PURPOSE

To define the hierarchy of check signing for all funds.

POLICY

To ensure there are proper controls over the signing of checks for Operation, Capital and Reserve Funds.

1. **Operations Fund**

This fund has three (3) main accounts: Operations (A/P), Payroll and Flex (if needed). Signature requirements as follows:

Operations (A/P): (Two signatures required)

- a) General Manager
- b) Board CFO (in season)
- c) Controller (summer or when 2nd signature required due to availability)
- d) Board President
- e) Board Vice President
- f) Board Secretary

Payroll: (One signature required); however, no employee can sign their own paycheck.

- a) General Manager
- b) Board President
- c) Controller

Flex: (One signature required)

- a) General Manager
- b) Board President
- c) Controller

2. **Capital Fund:** (Two signatures required) - Signature requirements as follows:

- a) Board President
- b) Board CFO (in season)
- c) Board Secretary

3. **Reserve Fund:** (Two signatures required) - Signature requirements as follows:

- a) Board President
- b) Board CFO (in season)
- c) Board Secretary

Non-Compliance:

The Controller is responsible to ensure this policy is followed and report to the Board President and/or Board CFO when not.

II.E.4. PROCUREMENT POLICY

PURPOSE

The purpose of this policy is to ensure that quality supplies, services and equipment are procured for ORPS at the best value available, and that the procurement process is transparent, consistent and efficient.

POLICY

1. All supplies, services and equipment required to operate and maintain ORPS will be acquired as set out in this policy; and
2. Whenever possible and appropriate, prices for all goods and services will be established through a competitive bid/quote process. Competitive bidding is a means of protecting the ORPS from misuse of association funds and is used to eliminate favoritism, fraud, and corruption in awarding contracts and buying goods and services. Exceptions to the competitive bid/quote process are outlined below.

COMPETITIVE BIDS

1. All purchases or services with an estimated cost/value of \$50,000 or more must be obtained with formal, competitive bids.
2. Written bid specifications and contract documents must be prepared in advance of bid solicitations.
3. Three written bids must be obtained except when not possible or appropriate as provided below.
4. Bids must be solicited from the open market sufficient to comply with the intent of this procurement policy.
5. Approval process.
 - a. The general manager shall open said bids on the date provided for in the specifications, review them and make a recommendation to the Board of Directors at its next Board meeting; and
 - b. The Board shall either accept and award a contract, or reject the bids. If a bid is awarded, it shall go to the lowest responsible bidder as determined by the Board.
 - c. "Lowest responsible bidder shall be determined considering the following factors as are appropriate:
 - (1) Price
 - (2) Ability to meet specifications;
 - (3) Ability to meet timelines to include delivery, starting, ending or other;
 - (4) Ability to provide service and warranty support;

- (5) Availability of replacement parts;
- (6) Ability to meet bidder qualification requirements; and,
- (7) Contractor/vendor who does business in local area.
- d. Vendor and contractor requirements:
 - (1) Valid state and local licenses for the specified work;
 - (2) Liability insurance with ORPS named as an additional insured in the minimum amount of \$1,000,000 or such higher sum as may be specified in the bid documents;
 - (3) Proof of worker's compensation insurance; and
 - (4) References – At least three clients/customers whom contractor/vendor has worked for in past two years, unless the contractor/vendor has provided materials/services to ORPS within the last two years in a satisfactory manner.

COMPETITIVE QUOTES:

1. All purchases within an estimated cost/value over \$5,000 up to \$50,000 must be obtained with competitive quotes. Normally, three quotes should be obtained;
2. Formal specifications and contract documents are not required for purchases or services up to \$5,000.00 unless deemed necessary by the General Manager, however, a complete description of the item or service requested is necessary to ensure the quotes are based on the same factors. Purchases over \$5,000 and larger construction projects shall require legal review and/or execution of a construction services agreement, as approved by legal counsel.
3. The General Manager then makes the purchase decision after obtaining a not to exceed (NTE) written approval from the board. A summary of said purchases must be prepared by the General Manager for the files/record and made available to the board. The purchase decision is made utilizing the applicable provisions outlined above for the "lowest responsible bidder".

PURCHASES UP TO \$5,000.00 IN VALUE:

1. The General Manager or his designee is authorized to make purchase decisions up to \$5,000 in value without obtaining three competitive quotes or bids providing the purchase order system as established by the General Manager is utilized and providing the items are included in the approved budget for the year. The provisions specified above for the "lowest responsible bidder" shall be utilized as are appropriate; and
2. Said expenditures will be reported and summarized through the normal monthly financial report;

EXCEPTIONS TO THE COMPETITIVE BID/QUOTE REQUIREMENTS:

1. Where the goods/commodity can only be obtained from one vendor and the specific product is needed; or
2. Emergency Purchases – Notwithstanding the other provisions of this policy, the General Manager may make purchases in any amounts without seeking approval from the Board of Directors if the purchases are necessary for any emergency up to \$5,000.00 BUT must still obtain the authority, written if possible, from the President but if the President is not available, then either the Vice-President or CFO, for any amount over \$5,000.00. An emergency is defined as any repair involving imminent danger to life or property, or immediately necessary for the preservation and safety of the property, or for the safety of Members, or required to avoid the suspension of any necessary service to the Association and/or the Project. It is understood and agreed that the General Manager will, if at all possible, confer with the Board regarding emergency expenditures. The General Manager must attempt to notify all members of the Board of Directors immediately after making such a purchase.

GENERAL:

1. Purchases which should be in one transaction shall not be split into a series of transactions for the purpose of evading the bid/quote requirements herein.
2. The Board of Directors shall annually during the budget development process establish the minimum dollar level above which competitive bids and quotes shall be required effective July 1 of that year. If the Board takes no action to review the dollar amounts, they shall remain as specified or as subsequently changed hereafter.

III. RENTERS AND GUEST SERVICES

III.A – RESORT FEES

1. On March 7, 2016, the Board of Directors established a Resort Fee of \$10.00 per day to be assessed on all renters of lots, with or without an RV on it, with a three-day (\$30.00) minimum, effective July 1, 2016. Direct family members as defined below are exempt from the daily Resort Fee only if they are residing on the lot owned by their family member. If they are occupying a lot owned by a non-family member, they are obligated to pay the Resort Fee.

The Resort Fee is intended as an all-inclusive fee giving renters full access to the facilities and activities of the Resort, with the exception of Owner-only facilities (the Owners' Lounge and the kitchens at El Saguaro and La Palma), with no additional fees as set forth below:

- a. There is no pet fee (limit of two pets per lot).
 - b. There is no fee to access the Fitness Center during all hours of operation.
 - c. There is no differential in the cost of tickets to ORPS-sponsored events.
 - d. There are no fees associated with use of the tennis courts other than fees assessed against all players for participating in tennis and/or pickleball-sponsored tournaments or events.
 - e. There is no fee for golf; tee times will be booked in accordance with policies established by Management.
2. The established Resort Fee is applicable to all renters within the Resort. If the Resort Fee is not paid, the Association will take enforcement steps as outlined in the Association's Enforcement Policy, including, but not limited to suspension of privileges. If the Resort Fee is not paid, the Association may also follow its enforcement policy to collect the Resort Fee from the Owner and/or to take any further enforcement action outlined within and/or permitted by the Association's Enforcement Policy and Governing Documents. These steps might include, but are not limited to, hearings, IDR, ADR, or lawsuit.

DEFINITIONS:

Family members: Family members are defined as Owner/spouse and their parents, grandparents, children, children's spouse, and grandchildren. These direct family members must be approved prior to arrival. Proof of identification will be required.

Renters: Non-family members who, without the owner being present, stay overnight or longer in Owner's RV or who bring an RV onto the Owner's lot. Family members who occupy an RV or who bring an RV onto a lot other than the lot owned by their family member, are considered Renters for purposes of this policy.

Daily: A unit of time that does not extend beyond 12:00 midnight.

III.B. PASS ISSUANCE FOR RENTERS AND GUESTS

Pass Issuance for Renters

1. This pass provides entry into the resort by a non-association person(s) for the for the expressed purpose of occupying an owner's lot.
2. The pass issued is a prox card and provides entry into the Resort and to Resort Facilities. .
3. The prox card is issued by the Front Desk at check in.
4. All renters will comply with the Resort rules and regulations during their visit.
5. The prox card is non-transferable.

Pass Issuance for Guests of Renters

1. This pass provides entry into the resort by a non association person(s) for the expressed purpose of visiting a specific Renter that is in residence.
2. The pass is issued for one **(1) day** from the first date of issuance.
3. The pass is issued at the request of the Renter only.
4. The pass is renewable in one **(1) day** increments at the request of the Renter.
5. The pass is intended for short term use only.
6. The pass is not intended for overnight usage and expires at midnight each day.
7. The pass is issued by the Front Desk. The passes are printed on white stock.
8. The pass is issued by Security when the Front Office is closed.
9. All guests will comply with the Resort rules and regulations during their visit.
10. The pass is non-transferable.
11. If Guests who have been issued a day pass require an overnight pass, these will be issued by the Security Gate, at the request of the Renter only.
12. Passes are not issued for rigs to enter.
13. All passes issued to guests of renters must be displayed on the dash of the vehicle when entering the Resort and must remain visible on the dash while in the resort.

All prox cards and passes remain the property of the Resort and are subject to confiscation for misuse.

IV. MISCELLANEOUS POLICIES

IV.A. EXIT GATE ARM POLICY

It has been the practice of the Association for the last few summers to keep the exit gate arm down when leaving the resort. This practice was put in place as a security measure due to the minimal amount of residents in the resort over the summer season and as a deterrent to potential thefts in the resort. It is the intent of this policy to memorialize this practice.

Effective immediately, the exit gate arm will be in the “down” position 24 hours a day for the period beginning around June 1 continuing until approximately October 1 each year. Owners and renters will be able to exit the resort by scanning their prox cards. Guests will be able to exit the Resort by scanning their paper guest pass. If owners, renters, or guests do not scan their prox cards or passes, they will be able to exit the Resort only after they have confirmed their identity with the gate guard on duty.

To facilitate traffic flow out of the resort and minimize waiting times, it is recommended that owners, renters and guests have their prox cards or passes with them whenever they intend to exit the resort.

IV.B. RECREATIONAL VEHICLE RALLIES

GENERAL CONDITIONS:

1. Use of facilities shall be in accordance with the CC&R's and the applicable Rules and Regulations of ORPS.
2. Rally Master and/or applicant will execute a “release of liability” form releasing ORPS from any and all claims by any rally member or guest before, during, or after use of said facilities and/or equipment.
3. Use of facilities will be controlled and supervised by the General Manager or his/her designee, applications provided by Activities department.
4. Rally Master and/or applicant may reserve Golf tee times one day in advance, except Friday 12:00 noon to Sunday 12:00 noon, for eight (8) foursomes if tee times are available. All tee times must be paid for at the then current rates, one day in advance. Rally Master and/or applicant must furnish Golf starter shack the payment and names of players.
5. Prohibited use of facilities and equipment by rally members:
 - a. Commercial and profit-making enterprises.
 - b. Merchandising
 - c. Selling tickets and/or conducting games or chance, which include Bingo.
 - d. Holding partisan political rallies and/or functions
 - e. Charitable events

- f. Religious services and/or functions
 - g. Functions where any admission charges are made.
6. Smoking is prohibited in all buildings within the resort
7. Bus tours pickup time and location must be arranged with Activities staff at time of reservation.
8. The Board of Directors reserves the rights to refuse or rescind any or all the rights granted under this policy.

USE OF CLUBHOUSE FACILITIES & EQUIPMENT:

1. A schedule of events with beginning and ending times for clubhouse use will be provided to the Activities staff at time of reservation.
2. Facilities and equipment shall be returned to a state of cleanliness and repair satisfactory to resort General Manager/Activity department within two (2) hours following termination of event.
3. Expense for cleaning and/or repair of facilities and/or equipment due to abnormal use or improper maintenance will be charged to and paid for by the Rally Master and/or applicant (or deducted from deposit).
4. Application for use of facilities and/or equipment must be made thirty (30) days or more prior to desired use.
5. Facilities and/or equipment may not be used prior to approval of application from activity department.
6. Rally Master and/or rally members will request tables and chairs as required from Activity department.
7. All tables will be set up, arranged and returned after each function by rally members to the area and arrangement prior to their usage.
8. Other than food and/or beverage preparation in the kitchen, for reserved functions, storage of rally member's personal property is prohibited.

ALCOHOLIC BEVERAGE SERVICE:

1. When a room is reserved for a rally private party, "bring your own bottle" (BYOB) is not permitted. The bar will be staffed at the expense of the rally with Association bartenders.
 - a. No one under the age of twenty-one (21) will be allowed consumption of any alcoholic beverage.
 - b. No rally member considered to be intoxicated or obnoxious shall be allowed to consume additional alcoholic beverage.
 - c. No person will be allowed at a private party without proper invitation.
 - d. Access to the Owners' Lounge by owners must be allowed at all times.
 - e. No alcoholic beverage of any kind may be removed from the licensed premises.

CLUBHOUSE ROOM RENT:

1. A non refundable fee will be made by the Rally Master and/or applicant as follows:
 - a. La Palma-main ballroom \$300.00
 - b. El Saguaro-main ballroom \$400.00
 - c. El Saguaro- west room \$150.00

LIMITED USAGE

1. The number of rally RV's will be limited to thirty-five (35) units. Application for a rally will be made to the Rental office with final approval by the General Manager.
2. Rally Master and/or applicant will provide Rental office and General Manager with a complete list of rally members at least ten (10) days prior to the reservation date.
3. In addition to the scheduled rent, the RV of each rally member attending, who is not an owner in ORPS will be charged a registration fee of \$10.00 by the Rental office.
4. Visitor passes will be provided to those pre-registered rally members and guest(s) by the Rental office.

OUTSIDE CATERERS:

1. Caterers will be the sole responsibility of the Rally Master and/or the applicant and, as such, will be supervised by them.
2. Rally Master and/or applicant are responsible for kitchen cleanup after use, including dishwashing, and leaving it in the same condition as they received it.
3. Caterers to furnish supplies, i.e., plates, cups, napkins, etc., as agreed to in the contract.
4. Caterers will furnish all necessary manpower unless otherwise agreed upon.

ADMINISTRATION AND ENFORCEMENT:

1. The Rally Master will be responsible for observation of these policies by all rally members.
2. Any Rally member found in violation of the CC&R's and/or these Policies will be reported to the Rally Master.
3. Any continued violation will result in rescission of the rally member's use of the facilities and equipment and they will be requested to leave the resort.

IV.C. SURVEILLANCE CAMERA & INCIDENT REPORT POLICY

Surveillance cameras have been installed at each entrance/ exit gate as well as the fitness center, clubhouses, front office, maintenance yard and dog run within the Outdoor Resorts community. The main purpose of the cameras is to help deter vandalism of and provide the means necessary to take action against vandals and violating parties if possible. The cameras may or may not be operational at all times and may not be monitored live.

Signs have been posted in these areas, providing notice of camera surveillance.

Members may not rely on the cameras or the Association for personal protection or protection of their personal property. The Association makes no representation that the cameras will successfully deter vandalism or prevent the criminal acts of third parties.

The cameras capture date and time stamped images of activity within their view. Only the Association or its authorized representatives have access to the recordings made. The records are not kept indefinitely, but are overwritten on a regular basis as recording space expires.

If vandalism, criminal activity or governing document violations occur, the recordings will be reviewed to determine the responsible party or parties and may be used as evidence in any subsequent violation hearings or a criminal prosecution. The recordings may be made available to law enforcement to aid in the prosecution of responsible parties.

The Association will not generally make recordings available to Members unless the request for footage is part of a criminal investigation and made through appropriate law enforcement personnel. If so, the relevant recording will be provided to the appropriate law enforcement personnel and not directly to the Member. The Association makes no guarantee that recordings will be available to comply with any such requests or that the recordings will provide any useful information to the requesting Member in the prosecution of criminal activity.

Similarly, officer incident reports memorializing incidents occurring within the Association are designated for internal use only. The Association will not make these reports available to Members.

IV.D. VENDOR REGISTRATION POLICY

Vendors Defined

Vendors are providers of service who enter the community more than three times in any 30-day period, including landscape maintenance providers, pest control providers, housekeepers, property managers, pet care providers, and care givers. General contractors, their employees, and their sub-contractors are also defined as vendors.

Property managers and care givers are given community access outside normal vendor hours if so requested by their employers.

Requirements

Any vendor, as defined above, who wants access to the community for a fourth time in any 30-day period must enroll in the vendor program.

To enroll in the vendor program, the vendor must complete an application and provide proof of a valid driver's license and proof of vehicle insurance on each vehicle to be enrolled in the program. Every vehicle brought into the community by a vendor program enrollee must have a transponder. To avoid street congestion, there is a limit of two (2) vendor vehicles per jobsite.

All vendor vehicles must have a sign, either magnetic or professionally painted, attached to the left or right side of the vehicle depicting the company name and contact phone number. Failure to meeting any of the above requirements may result in access to the property being denied.

Fees

The initial fee to join the program is \$50 (includes set up and one transponder).

Transponders for additional vehicles may be purchased for \$30 each.

There is a quarterly fee of \$25 per vehicle, paid in advance of each quarter. Quarters begin on June 1, September 1, December 1, and February 1. New vendors will pay a prorated amount of the quarterly fee for the quarter in which they enroll in the program.

Quarterly fees become delinquent if not paid within seven (7) days of the due date. Delinquent transponders are de-activated at mid-night on the seventh day of the quarter. Vendors with de-activated transponders will not be admitted to the community until a \$20 re-activation fee and the past due quarterly fees are paid in full.

Traffic/Community Rules Violations

Two (2) violations of traffic rules (including parking violations) or two (2) violations of community rules will result in the offending vendor's transponder being de-activated.

A vendor's transponder will be immediately de-activated should an unlicensed driver be found operating a vehicle within the community.

Once a transponder is de-activated, the offending vendor will be required to meet with the Director of Security and to pay a \$20 re-activation fee prior to being re-admitted to the community.

Habitual offenders, as determined by the Board of Directors of Outdoor Resort Palm Springs Owners' Association, may be permanently barred from driving within the community.

Periods of Inactivity

Vendors who anticipate a period of inactivity of 60 days or longer may have their transponders voluntarily de-activated. During the period of de-activation, these vendors will not be required to pay quarterly fees which may become due (fees previously paid for the current quarter will not be refunded or otherwise credited). Any time after 60 days, the vendors may re-activate their transponders, without penalty, by paying the quarterly transponder fee (or pro-rated portion thereof). This section only applies to those vendors who voluntarily request de-activation of their transponders and not to those who simply let their transponders expire.

Vendors who leave the program (none of the vendor's vehicles enter the community for 90 days or longer) may rejoin the program without penalty by simply paying the current quarterly fee (or pro-rated portion thereof) and showing proof of a valid driver's license and current vehicle insurance. These vendors may also re-enter the community up to three (3) times in a thirty day period before being required to rejoin the vendor program.

V. ADMINISTRATION AND ENFORCEMENT

In accordance with Article 15 of the Association's CC&Rs, it is the obligation of each owner, lessee, licensee, guest, resident and occupant to comply with the provisions of the Association's Governing Documents, Rules & Regulations, and Policies.

Failure to comply with any of these rules shall be grounds for enforcement action by the Association, as set forth in the Association's Enforcement Policy.

Failure of ORPs employees to comply with any of these policies shall lead to disciplinary action up to and including termination of employment.

Enforcement of these rules will be administered by the General Manager, his designee and/or Security staff.

EXHIBIT "A"
ORPS BOARD & MANAGEMENT/COMMITTEE ACTION FORM

DATE: _____

TO: BOARD OF DIRECTORS

FROM: _____
(Committee Name)

BY: _____
(Committee Member Name and Contact Number)

APPROVED: _____
(Board Liaison)

DESCRIPTION OF ISSUE OR NATURE OF REQUEST:

RECOMMENDATION/MOTION:

COMMITTEE ACTION (Note that the action was considered at an official meeting of the Committee and was approved by a majority vote):

BOARD ACTION DATE: _____

All forms must be returned to the Board Office one week prior to a scheduled Board meeting in order for it to be scheduled on the Board Agenda.)

EXHIBIT "B"
REQUEST FOR APPROVAL OF FUND RAISING ACTIVITY

EVENT SPONSOR:

(Owner and/or Committee)

If individual Owner, provided Lot #_____ and contact information:
Phone #_____ Email_____

If Committee, provide concurrence of Board Liaison:

(Board Liaison)

Date and Time of Event: _____

Facilities Requested: _____

Describe Event: _____

Event will be open to all ORPS owners: Yes **No**

The Event will accumulate monies in support of: _____

Requested considered by the Board of Directors at their meeting held on: _____

Board Approval: _____

EXHIBIT "C"
VENDOR / CONTRACTOR / SERVICE PROVIDER TRANSPONDER APPLICATION

Billing Name: _____

Name, as you want it to appear at entry Gate:

Mailing Address: _____

City: _____ State: _____ Zip Code _____

Telephone: _____ Email: _____

Transponder tags requested for the following vehicle (s):

Vehicle Year	Vehicle Make	Vehicle Model	Vehicle Color	License Plate	

Provide current proof of insurance for each vehicle and a valid driver's license for each driver.

Cost and Fees

- \$50.00 non-refundable account start-up fee (includes one transponder tag)
- Additional transponder tags may be purchased for \$30.00 each.
- \$25.00 quarterly use fee (payable in advance) for each transponder tag. Due by the first day of January, April, July and October. Delinquent after 7 days. Check or Money Order Only.
- \$20.00 re-activation fee for delinquent payments or for 2 or more traffic violations or community rule violations.
- Complete this form and return with required documents to Sandra Yescas in the front office.
- There shall be a \$35.00 Non-Sufficient Funds Fee for returned Checks.

****With the exception of Restrooms, Vendors are prohibited from using ORPS Club Facilities (Golf Course, Sport Courts, Swimming Pools, Club Houses)****

Applicant Signature: _____

Date: _____

TRANSPONDER APPLICATION – PAGE TWO

Start-up fee @ \$50.00 **Amount: \$ 50.00**

Additional transponder tags: @ \$30.00 each x _____ **Amount: \$ _____**

Quarterly use Fee @ \$25.00 a Quarter

January **Amount: \$ _____**

April **Amount: \$ _____**

July **Amount: \$ _____**

October **Amount: \$ _____**

Total Remitted: **\$ _____**

By: _____

Date: _____

**Copy: Security
Accounting**