

Revision April 17, 2018

**Creciente Condominium Association, Inc.
Board of Directors
Policy Manual**

All policies adopted by the Board of Directors November 30, 2010 unless otherwise noted

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1000 BOARD OF DIRECTORS

1100 Policies

1101 Board Authority

The Board is empowered through its Declaration of Condominium and By-Laws to adopt, amend or abolish policies consistent with those documents and State laws that govern the affairs of the Association and establish direction for the management of the Association's day-to-day operations.

The Declaration of Condominium and By-Laws may be amended only by the Association membership.

1102 Definitions

Policies are intended to be clear, concise principles adopted by the Board to set direction or chart a course of action and to foster stability, and continuity in the operations of the Association.

Guidelines are the detailed directions that are developed and amended as necessary to provide more specific guidance on how to implement Board policy.

1103 Proposed Policy

The Manager, Board Members, or Committees appointed by the Board to work in specific areas may recommend areas to the Board that are in need of policy or policy revision to enable the Association to operate more effectively.

1104 Policy Adoption

Preliminary drafts of new policies or revisions to existing policies shall be presented to the Board of Directors, along with supporting information, for discussion and possible changes. Drafts of proposed policies may also be referred to an appropriate committee for further study if deemed necessary by the President or the Board.

The proposed policy or revision shall be placed on a meeting agenda of the Board in the form of a motion to accept it as a "First Reading." After being seconded and approved by the majority of the Board, it shall be placed on file to be acted upon at a subsequent meeting, where final revisions are possible before action is taken to make it an official policy of the Board.

Policies are effective upon their approval unless an implementation date is specified in the motion.

1105 Board Policy Manual

All policies, adopted by the Board, shall be compiled into a Board Policy Manual, which shall be codified and indexed to show policies currently in force. The official copy of the approved Board Policy Manual shall be kept in the Office and maintained by the Board

Secretary, whose duty shall be to ensure that the Policy Manual is kept up-to-date and that copies of new or revised policies are distributed to all Board members and the Manager.

1106 Policy Dissemination

The manager is responsible to disseminate applicable policies to owners, employees and others when appropriate.

1107 Binding Nature of Policies

All policies of the Board are binding on all stakeholders until and unless the Board changes or abolishes the policy.

1108 Policy Review

Policies shall be reviewed regularly by the Board to ascertain their current relevance. Each section of the Policy Manual shall be scheduled for review at least every three years. However, a policy may be revised or new policy developed whenever the need arises.

1109 Suspension of Policies

The Board has the power to amend, rescind, set aside or suspend policy by a majority vote at a duly called meeting.

1110 Absence of Policy

In situations where action must be taken and the Board has established no policy, the Manager shall have the power to act. However, it shall be the duty of the Manager to report such actions to the Board for review and affirmation. The Manager shall also advise the Board of the need for them to consider a formal policy on the matter.

1200 Gifts

Board members, the Manager or staff shall not retain for personal use or benefit any gift from a current, past or potential contractor or vendor of the Association, with a value of more than \$25.00.

1300 Referring Complaints

The Board, individually and collectively, shall promptly refer all criticisms, complaints and suggestions received from owners to the Manager for study, response and other possible action. The Manager shall inform the Board as to the disposition of such cases. Cases not resolved to the satisfaction of the complainant may then be referred to the Board for possible action.

1500 **Conflict of Interest**

The Manager, members of the Staff and Board members may not participate in the selection, award, or administration of a purchase or contract where they hold any financial interest in that purchase or contract, including indirect benefits such as to family members of businesses with which the person is closely associated except as provided below.

Any possible conflict of interest shall be disclosed by the person or persons concerned.

Transactions with parties with whom a conflicting interest exists may be undertaken only if **all** of the following are observed:

1. The conflicting interest is fully disclosed to the entire Board.
2. The person with the conflict of interest is excluded from the discussion and approval of such transaction.
3. The Board, by a duly recorded roll call vote, determines that the transaction is in the best interest of the organization.

When there is a doubt as to whether a conflict exists, the matter shall be resolved by vote of the Board, excluding the person(s) concerning whose situation the doubt has arisen.

The official minutes of the Board shall reflect that the conflict of interest was disclosed and the interested person(s) did not participate in the final discussion and did not vote on the matter.

2000 ADMINISTRATION

2100 Employment Policies Pertaining to the Manager

The following Board approved Policies regarding the Manager, are in addition to those included in his/her contract:

2101 Evaluation of Manager

The Board shall evaluate and assess in writing the performance of the Manager at least annually. The evaluation shall consist of individual assessments made by each Board member and a composite assessment prepared by the Board President. The evaluation shall be related to the job description of the Manager and any goals and objectives established by the Board for the Manager for the year. The Manager shall be fully aware of the format and standards to be used in the evaluation process. The results of the annual evaluation shall be the basis for the Board's consideration of extending the Manager's contract and for remuneration issues. (See Appendices A, B and C for Manager's job description and evaluation forms).

2102 Medical Examination

The Association shall require, at its expense, a complete medical examination of the Manager upon initial employment. The Board shall be advised in writing by the examining physician of the fitness of the Manager to perform his/her duties, and such report shall be held confidential.

2103 Responsibility When Manager Is Absent

The Manager shall develop a plan that ensures that someone is placed in charge of the property when he/she is not on site and unavailable. The President of the Board shall be advised of the details of the plan.

2104 Professional Growth of Manager

The Board encourages the manager to pursue professional growth activities through participation in:

Seminars and courses offered by educational institutions; programs and activities conducted by local, state and national managers organizations or associations; informational meetings with persons whose particular skills and background would serve to improve the capacity of the manager to perform his/her professional responsibilities; and visits to other associations.

The Board shall permit, with the approval of the President, reasonable amount of

release time for the Manager to attend such events and will reimburse him/her for all reasonable costs incurred, such as registration fees, meals, lodging and travel.

The Board will pay the necessary fees for continuing education required to keep the Manager's license valid.

2200 Hiring and Termination of Staff

Hiring:

The Board authorizes the Manager to recruit, interview and hire members of the staff. A candidate for employment must have a completed application on file, including personal and work related references. The manager shall minimally contact 2 personal references and the candidate's most recent employer to ascertain acceptability for employment at the Creciente.

The Manager is authorized to offer wages and benefits to a new hire in accordance with Board policy and/or within the limits provided in the approved budget. The Board shall be given, in timely fashion, the personal and work information on each new hire along with the specific salary and benefits accorded the new hire.

The Manger shall not consider the following individuals for employment:

- A) a spouse of a current employee
- B) a spouse of a current Board member
- C) any member of the current Manager's immediate family (spouse, child, sibling, parent)
- D) others as deemed appropriate by the Board of Directors.

Termination:

The Board authorizes the Manager to terminate any member of the Staff at any time for failure to perform their duties satisfactorily, failure to follow a legitimate directive of the Manager or Board or conduct detrimental to the best interests of the Association. The Manager shall properly document events leading to a termination.

The Board shall be notified promptly of such action taken by the Manager and the circumstances involving it. A terminated staff member may seek a meeting with the Board to appeal a dismissal, recognizing that such meeting is not excluded from Florida Sunshine Laws.

2500 Conflict of Interest See Section 1500.

3000 BUSINESS/OPERATIONS

3100 Business

3150 Fiscal Year

The Association's fiscal year shall begin on January 1 and end on December 31.

3160 Budget Planning

No later than the 1st of November annually, the Manager shall submit budget considerations with appropriate explanation to the Treasurer to assist in determining the level of fiscal support needed to operate the Association for the upcoming year.

The Treasurer shall consider those recommendations in the preparation of the annual budget and present a tentative budget to the Finance Committee for review.

The Finance Committee shall present a recommended budget to the Board of Directors at its regular meeting held in November.

The adoption of the budget shall be by roll call vote and incorporated into the official minutes of the meeting.

Written notice and copies of the proposed annual budget must be mailed, hand delivered or electronically transmitted to the Unit owners. This notice must be given to each owner at least fourteen (14) days before the meeting is actually held.

3200 Purchasing

Procedures for purchasing equipment, materials, and services for the Association shall be as follows:

1. The expenditure of funds for the procurement of adequate inventories of materials and supplies and the maintenance of Association property shall be the responsibility of the Manager to the extent that funds are available in the annual budget approved by the Board and within the limits set below.
2. The Manager has the authority to approve single expenditures or letting of bids of up to two thousand five hundred dollars (\$2,500) for routine items. All other expenditures or letting of bids must be authorized by the Treasurer or President of the Board.
3. Expenditures of funds for emergency repairs, equipment and/or supplies may be authorized by the Manager, when it is necessary to do so to protect Association

property and/or to insure safety. The Manager shall report any such expenditure(s) to the Board as soon as it is practical to do so.

4. The Manager is authorized to renew annual contracts with the approval of the President and or Vice President.

5. It is the responsibility of the Manager to insure that quality merchandise and services are provided as economically as possible. In making purchases or awarding contracts in accordance with this policy, it is the Manager's responsibility to implement and adhere to the following regulations:

a. Expenditures of funds for equipment, materials and services up to two thousand five hundred dollars (\$2,500) may be made by the Manager, without calling for bids providing adequate funds are available.

b. Written quotations shall be secured for equipment, materials and services requiring expenditures in excess of two thousand five hundred dollars (\$2,500) and less than seven thousand five hundred dollars (\$7,500) and shall be presented to the Board for approval

c. Contracts and expenditures of seven thousand five hundred dollars (\$7,500) or more shall be approved by the Board only after calling for a minimum of three bids. Contracts and expenditures over 5% of the annual budget require a minimum of three sealed bids if possible.

6. The Board may pre- authorize the acceptance of a contract of a designated expenditure, accompanied by instructions to the Manager.

7. The Board reserves the right to reject any and all bids in part or entirety and is not bound to accepting the lowest bid.

8. Any discount, commission or rebate obtained as a result of any purchase, contract or bid exercised by the Association or its staff must accrue to the Association.

9. A Performance Bond shall be required of any contractor awarded a bid of \$50,000 or more.

10. The Board may authorize spending for material alterations or substantial additions up to \$7,500 without Owner approval.

3250 Contractors/Vendors Working For The Association

Contractors or Vendors who are performing work for the Creciente Condominium Association must abide by the following rules:

1. Parking is available in "Guest" parking spaces only. Trailers or other work vehicles may be parked overnight on the property only with written permission from the Manager.
2. Security doors must not be propped open.
3. The Office shall not issue a key nor provide access to a unit to a contractor unless the unit owner has included that contractor on the Key Authorization List kept in the Office for each unit. Keys must be returned to the Office at the end of each work day.
4. Elevator pad and elevator carpet must be used when moving in large equipment, furniture, fixtures etc., or when disposing of materials associated with the project. Pads and carpet are stored in a nearby service room. It is the responsibility of the Vendor or unit owner to install and remove the pads and carpet.
5. No work is to be done before 8:00 a.m. or after 5:00 p.m., Monday through Saturday. No Contractor work is allowed on Sundays, however owners may work in their own unit, but should be considerate of their neighbors.
6. Tile cutting and any sawing of wood or metal may be performed in the car wash area.
7. The outlets in the garbage room can be used for power cords.
8. No construction debris can be placed in the Association's dumpsters. Contractors must remove all debris from the premises and clean up any of their mess to common areas (i.e. hallways, elevators, lobbies and the parking lot).
9. Contractors performing work for the Association must provide a copy of Certificate of Insurance for Liability (\$1,000,000) and Workers' Compensation to the Office prior to the start of any work.
10. A Contractor must provide a copy of their Florida Occupational License before providing any services to the Association.
11. All contractors must check-in at the office during posted hours.

The manager has the authority to establish additional guidelines regarding any contractor who is performing work for the Creciente Condominium Association and/or individual Unit Owners.

3260 COMMON AREA PLUMBING MAINTENANCE

The Association, as stated in the Creciente Declaration, is responsible to maintain repair and/or replace main sewer pipes that service more than one Unit. The Association will use only licensed and insured plumbing contractors to replace any sewer lines. The Association will exercise its statutory right to enter any unit necessary to maintain common elements such as sewer pipes.

If while performing its maintenance responsibilities, the Association must remove or destroy a tiled wall within any Unit, the Association will expose and replace all of the common sewer pipes behind the removed tiled wall in an effort to avoid future destruction/removal of the same tiled wall.

If while performing its maintenance responsibilities, the Association must remove or destroy a section of drywall within any Unit, the Association will repair or replace all of the common sewer pipes behind the removed drywall in an effort to avoid future destruction/removal of the same broken/damaged common sewer pipe behind the removed section of drywall.

Replacing a main sewer line may require cutting pipes behind walls in units above and/or below affected units.

Owners can avoid excessive personal costs by not using special finishes (faux paint, tile, wallpaper, mirrors, etc) on walls that contain plumbing.

First Reading: _____ April 5, 2011

Second Reading: _____ October 25, 2011

Approved Board Meeting with Amendments: April 17, 2018

3270 CLOGGED DRAIN PIPE MAINTENANCE

According to the Creciente Declaration, the Association is responsible to clear drain blockages within the common main sewer drains and the owner is responsible to clear any blockage in drain pipes that are for the exclusive use of the individual unit (regardless of where this pipe is located).

However, the Board of Directors believes that it is in the best interest of the Association to have a licensed, insured professional plumber clear any and all blocked drain pipes. To ensure that a professional performs the work, the Association will assume the

responsibility of cleaning any/all drain blockages. Owners must contact the Creciente office to inform them of any slow running drains or drain blockages and the Association will, after consultation with the owner, if reasonably possible, hire a plumber.

If the plumber indicates that the drain blockage is located solely within the individual homeowner's pipes, the Association will pay the plumbers invoice and send the responsible owner an invoice to reimburse the association for the portion of the original invoice.

Owners will not be reimbursed nor will the Association pay a plumber of the Owners choice for servicing a blocked drain pipe.

3300 Investment Procedures

Association funds must be maintained in the Association's name, and the operating funds of the Association may not be commingled with the reserve funds of the Association. All funds must be maintained in FDIC guaranteed money market funds or CDs.

3320 Check Signing

Each January, at the first Board meeting of the year, the Board designates a group of individuals who are eligible to sign checks for that calendar year. Non Board members may be included on the list if necessary. The Manager shall be excluded from the list of check signers.

Payments made on behalf of the Association by check shall require two authorized signatures from this list. In addition, two signers must approve, after the fact, all credit card, automatic debit and payroll checks at the end of each month.

No check should be signed that is not accompanied by a properly completed invoice.

3330 Financial Reporting

Each month the manager and Treasurer shall prepare the following reports and submit (electronically or printed) them to all Board members. During months where there is a regularly scheduled meeting of the Board of Directors, the reports should be provided in sufficient time for the members to review. Additionally, each of these reports or other reports that do not require an onerous amount of work should be made available to Unit Owners, if requested:

- A detailed listing of all activity during the month, sorted by account number
- A Balance Sheet at month's end
- A report showing the YTD balances of each account as compared to the budget

amounts approved for each account.

3400 Disposal Of Association Property

Association property that is not destroyed through use may be disposed of by sale, gift, or abandonment, in a manner to the Association's best advantage as determined by the Manager and Board.

Items deemed to have no resale value, or of insufficient value to justify the time and cost involved in selling them, may be disposed of for junk value, offered to charitable agencies, or simply disposed of at the discretion of the Manager.

Items having resale value will be sold in public sale or auctioned in accordance with applicable Association bidding procedures. The proposed sale of any item(s) that has a potential unit value in excess of \$ 500 shall first be reviewed by the Manager with the President and/or Vice President.

A record shall be kept of all disposed property and reported to the Board annually. Money from the sale of Association property will be deposited in the Association's account and reported in the monthly Board financial report.

3500 Conflict of Interest

See Section 1500.

3700 Operations

3710 Use of Association Equipment

It shall be the policy of the Board that equipment, tools, and supplies shall not be loaned to any owner or other person, firm or agency except when the Manager determines that an emergency condition exists that threatens the safety of Association members or Condominium property.

3720 Office Hours

The normal hours of operation for the office shall be:

In Season (January-April): 8 a.m.- 3 p.m.

Off Season (May-December): 8 a.m. -1 p.m.

3750 Participation of Owners at Board Meetings

Owners are permitted and encouraged to participate in meetings of the Board. A specific time shall be designated at each meeting for “owner input” and the Board Chairperson may recognize owners at other times when deemed appropriate.

Committee Policy - Guidelines

3800 Committees

The Board may establish Standing and/or Ad Hoc committees to advise them in the workings of the Association. A member of the Board shall chair each committee, except for ad-hoc committees and sub-committees. Owners are encouraged to serve on the various committees that have been established by the Board and/or to attend and participate in committee meetings. (*cross reference 5800*)

3810 Committee Responsibilities

The specific responsibilities and expectations of each committee, along with the limits of their authority to act shall be clearly delineated in writing for every committee by the Board.

3812 Structure of Board Committees

A member of the Board, appointed by the President, shall Chair/Co-Chair each Standing committee.

The President may elect to appoint a non Board member to Chair Ad-hoc committees and sub-committees.

Appointments to Standing Committees and sub-committees are for a term of one year and may be extended on an annual basis.

Appointments to Ad-hoc Committees shall be until the task assigned has been performed and the committee report is made to the Board, wherein the committee shall be dissolved.

The Chair of any Committee shall seek members to serve, but any owner may join the committee(s) of their choice by contacting the Chair of the committee.

The Board President and Manager are ex-officio members of all committees.

Committee meetings are scheduled at the discretion of the Chair when deemed necessary, however, each committee is required to meet at least once yearly.

Notice of any and all committee meetings must be posted in accordance with Florida condominium laws.

Minutes shall be taken at all committee meetings with a copy provided to the Manager within five (5) days of the meeting.

3815 Finance & Budget Committee

The Budget & Finance Committee has the responsibility/authority to:

- Develop long range financial plans and works with the Manager to develop the annual operating budget
- Recommend Maintenance Fee levels to the Board
- Recommend Special assessments to the Board
- Oversee budget implementation
- Review recommendations from the various committees when developing the annual Reserves Budget
- Report on the Condominium's financial status to the Board and Owners
- Keep the Board informed on non-profit financial reporting and trends affecting condo finances
- Review the audit report recommendations for improving internal control as noted in the Auditors' Management letter
- Provide oversight on the Association's business and operations to assure the Board that they are being managed properly

3820 Insurance Committee

The Insurance Committee has the responsibility/authority to:

- Hire an Insurance Broker to serve as the Association's Broker for Property, Liability, Wind, Boiler & Machinery, Director & Officer Liability, Workmen's Compensation, Employee Health Insurance, Umbrella, Crime/Fidelity and Flood Insurance. The Board of Directors expects the broker to collect quotes from as many companies as practical
- Investigate any insurance claim on behalf of the Board of Directors
- Make recommendations to the full Board regarding any and/or all insurance protection for the Association
- Hire an Appraisal Company to insure that an annual insurance appraisal update for the Creciente Condominium Association property is maintained

- Renew existing insurance policies on behalf of the Board and present the renewal to the President of the Association who shall have the authority to sign renewal policies on behalf of the full Board
- Seek bids that shall insure property on a 100% replacement value
- Report all of its actions taken on behalf of the Board to the President within 5 days of the committee meeting

A full report of all action the Insurance Committee has taken shall be recorded in the committee's minutes that shall be submitted at the next regularly scheduled Board meeting.

3825 Documents Committee

The Documents Committee has the responsibility/authority to:

- Review current Declaration, Bylaws, Rules & Regulations and Board Policies
- Recommend modifications to existing documents as needed
- Make recommendations for new policy as needed

3830 Building and Grounds Committee

The Buildings & Grounds Committee has the responsibility/authority to:

- Develop a Master Facilities Plan for the Association's buildings and grounds with the manager and outside consultants when necessary
- Monitor implementation of the Master Facilities Plan
- Report to the Board periodically on major building and grounds issues
- Inform the finance committee of building and grounds needs

3835 Landscape Committee

The Landscape Committee has the responsibility/authority to:

- Develop a Master Landscape Plan for the Association's landscaping with the manager and outside consultants when necessary
- Monitor implementation of the Master Landscape Plan
- Report to the Board periodically on major landscape issues
- Inform the Finance committee of landscape needs and associated costs

3840 Ad-Hoc Social Committee

The Social Committee has the responsibility/authority to:

- Plan and coordinate functions to foster goodwill and enjoyment for Creciente owners, renters and guests
- Organize and plan self-supporting social, cultural and special activities for the benefit of Creciente owners, renters and guests
- Oversee all social activities held in the Community Room, except private family social activities that are scheduled through the Office
- Prepare and submit reports of social activities for the Board.
- Plan, schedule and coordinate various social activities and encourage owners to serve as coordinators for those activities
- Provide the activity coordinators with assistance in organizing events, posting notices and other publicity
- Welcome new owners
- Maintain fiscal records of all income and expenditures of the committee
- Operate Bingo and Bridge games and follow all State Laws governing those games
- Schedule and coordinate water aerobics class

3845 Decorating Committee

The Decorating Committee has the responsibility/authority to:

- Review current Common Area Decorations
- Recommend modifications to the decorations as needed
- Make recommendations for new decorations as needed
- Inform Finance Committee of decorating needs and associated costs

3850 Elections Committee

The Elections Committee has the responsibility/authority to:

- Review current voting mechanisms (proxies, ballots, roll call techniques, etc)
- Recommend voting tally methods as needed
- Tally all votes
- Report results of votes to membership at annual meeting

3855 Disaster / Security Committee

The Disaster/Security Committee has the responsibility/authority to:

- Review current Disaster and Security Plans
- Recommend modifications to existing documents as needed
- Make recommendations for new procedures as needed
- Hold periodic meetings to educate owners on existing plans and ways to prepare for possible disasters

3860 Ad-Hoc Investment Committee

The Investment Committee shall assist the Board of Directors in fulfilling its oversight responsibility for the cash management and investment program by:

- Recommending the overall investment policies
- Recommending investment guidelines in furtherance of the investment policies
- Monitoring the portfolio for compliance with investment policies and guidelines
- Recommending the appointment of an investment advisor
- Establishing performance standards and monitoring performance against those standards
- Recommending procedures for cash management

3890 Required Reports

The Chairperson/Co-Chair of each committee is expected to submit a Report (either verbal or written) on the activities of the committees at regular Board meetings.

All Committees are required to submit an annual summary of activities for presentation at the Annual Meeting.

In addition, the Social Committee is required to submit a financial report covering the year's activities at the Annual Meeting.

Section 3800

First Reading: April 5, 2011
 Second Reading: October 25, 2011
 Adoption: November 29, 2011

3900 Minutes

The minutes of each Committee must include the following items:

1. The date of meeting.
2. The time meeting was called to order.
3. The names of Committee members attending and absent.
4. Summary of topics discussed and voted on. If voted upon, the vote tallies.
5. The time the meeting was adjourned.

4000 SUPPORT STAFF

4100 Support Staff Employment Policies

Board approved Policies regarding Association Support Staff are contained in the Employee Handbook attached and made part of this manual. (Appendix D).

4310 Employees Working for Unit Owners

Employees are prohibited from accepting pay, or other consideration from owners, outside their normal workday to perform any work for which they are not licensed and insured where licensing and insurance is required by law. However, employees are not prohibited from doing Unit cleaning; making periodic unit checks and providing incidental services for owners for pay outside normal working hours.

4500 Conflict of Interest

See Section 1500.

5000 OWNERS/RENTERS/GUESTS

5100 Rule Infractions

A progressive discipline philosophy shall govern conduct by owners, renters and/or guests who show disregard for the Rules and Regulations established by the Board.

The policy and steps to be taken by the Association shall be included in the packet of information given to renters and guests when they register. Steps in the procedure may be accelerated by the Manager, when he/she feels it is necessary and appropriate to do so.

Generally, the steps are:

Step1: Verbal notice

Step 2: Written notice for Parking violations or other repeated violations

Step 3: Formal written notice to the Unit Owner

Step 4: Refer to Owner Review Committee for consideration of fines

5200 Owners Petitions

The Board has established a form and procedures for Owners to use when petitioning the Board for action. (See Appendices E and F for instructions and form).

5300 Contractors/Vendors Working for Unit Owners

Unit owners are strongly encouraged to use certified, licensed, insured workers to perform repairs, renovations and improvements in their unit.

The Unit owner shall be responsible to pay for any damage to the common areas, other units, or for charges for clean up or for hauling away debris resulting from work done by them or their contractors.

Owners are discouraged from hiring former Association employees, who have been terminated by the Association, to perform work for them.

5310 Rules for Contractors/Vendors Working for Unit Owners

Contractors or Vendors who are performing work for Owners must abide by the following rules:

1. Parking is available in "Guest" parking spaces only. Trailers or other work vehicles may be parked overnight on the property only with written permission from the Manager.
2. Security doors must not be propped open.

3. The Office shall not issue a key nor provide access to a unit to a contractor unless the unit owner has included that contractor on the Key Authorization List kept in the Office for each unit. Keys must be returned to the Office at the end of each workday.
4. Elevator pad and elevator carpet must be used when moving in large equipment, furniture, fixtures etc., or when disposing of materials associated with the project. Pads and carpet are stored in a nearby service room. It is the responsibility of the Vendor or unit owner to install and remove the pads and carpet.
5. No work is to be done before 8:00 a.m. or after 5:00 p.m., Monday through Saturday. No Contractor work is allowed on Sundays, however owners may work in their own unit, but should be considerate of their neighbors.
6. Tile cutting and any sawing of wood or metal may be performed in the car wash area.
7. The outlets in the garbage room can be used for power cords.
8. No construction debris can be placed in the Association's dumpsters. Contractors must remove all debris from the premises and clean up any of their mess to common areas (i.e. hallways, elevators, lobbies and the parking lot).
9. All contractors must check-in at the office during posted hours.

The manager has the authority to establish additional guidelines regarding any contractor who is performing work for the Creciente Condominium Association and/or individual Unit Owners.

5315 Employees Working for Unit Owners

Refer to section 4310

5400 Use Of Direct Deposit

The Board strongly recommends that owners avail themselves of the Direct Deposit program when paying their monthly maintenance fees, and directs that the Manager regularly encourage owners to do so.

5500 Commons Keys

The Office shall maintain a supply of replacement keys for the Commons area available for purchase by unit owners only. The price of the key shall be set at the actual cost of producing it rounded up to the nearest five dollars.

5510 Lost/Misplaced Keys

When an owner, guest or renter seeks assistance because they have lost or misplaced a key, it shall be the responsibility of the Office to provide them with the contact number for a local locksmith and the location of nearby lodgings.

5600 Business Services Available to Owners/Renters and Guests

Owners, renters and guests may request the office to run copies of materials at a cost of \$.10 per page. They may also receive and have sent fax material at a cost of \$1.00 per fax (\$2.00 per page for international faxes).

General access to Office computers and requests to print airline boarding passes and similar material shall be a charge of \$2.00 per request.

The Association provides unsecured wireless Internet access in the South Building in the Mail Room.

5750 Participation of Owners at Board Meetings

Refer to section 3750.

5800 Participation of Owners in Committee Meetings

Owners are encouraged to serve on the various committees that have been established by the Board and to attend and participate in committee meetings.

5810 Solicitations

Solicitation of owners or by owners on Creciente property for commercial purposes is prohibited. Such solicitation may not be placed at unit doors, bulletin boards, in the mailrooms, on vehicles or in the commons areas. However, the Association shall provide a binder in one of the mailrooms for use of Owners wishing to buy, sell, rent or otherwise advertise commercial products and/or services. No other solicitations are allowed.