

AAMHO

Arizona Association of Manufactured Home, RV and Park Model Owners

AAMHO

POLICY

MANUAL

Approved by Board of Directors
December 14, 2017

AAMHO Policy Manual

General Policies

These policies are made a part of the AAMHO Bylaws and are applicable to and binding on all Officers, Directors, Executive Committee Members, and agents of the Arizona Association of Manufactured Homeowners (AAMHO).

All parties as outlined above shall:

1. Abide by all provisions of the Articles of Incorporation, Bylaws, Policies, Board Responsibilities and Standards of Conduct.
2. Conduct all AAMHO business according to ethical business standards and decorum in an atmosphere of civility.
3. Promote Co-Operation not Confrontation in all situations.
4. Be knowledgeable of the Bylaws and Policies of the Association, the provisions of the Arizona Mobile Home Park Residential Landlord Tenant Act, the Arizona Recreational Vehicle Long Term Rental Space Act and any other relevant laws.
5. Encourage membership growth and provide information to anyone seeking to learn more about AAMHO.
6. Appoint a recording secretary for all committee, board of directors, and Executive Committee meetings where the Secretary is not present.
7. Submit a written report to the Office Manager at least 48 hours prior to any regular meeting of the Board of Directors.
8. Support and promote all AAMHO training programs including Park Officer Training, Board Member training, Manager Certification Classes, LTA 101 classes and District and Associate Director training.

AAMHO Board Member Roles and Responsibilities

The Board of Directors

Association members look to their board of directors to provide the caring leadership and service that makes their association desirable. The board of directors is overseeing what might be one of the largest assets association members have – their home. This is why members want their association to be run as a business and the board members to conduct themselves in a professional, business-like manner.

General Responsibilities of the Board of Directors

Board Members and Directors are responsible for:

- Playing a participatory role: attending board meetings, arriving on time, being knowledgeable-having researched board issues and being ready to discuss and vote on such issues.
- Reading, understanding and acting in compliance with the governing documents.
- Adhering to their fiduciary duty to the association.
- Placing the interest of the association above their own.
- Overseeing and treating the association as a business.
- Overseeing all aspects of association operations and administration.
- Following and enforcing the bylaws and policy manual fairly and consistently.
- Complying with requests to inspect and review records of the association.
- Providing open communication to the membership through newsletters, website and e-mail.
- Preparing an annual budget and adhering to the budget.
- Having financial records audited or reviewed yearly.
- Protecting the association and board by having the required insurances in adequate amounts, and keeping them current.
- Hiring professionals, when necessary, and following their professional advice.
- Maintaining active corporate status by ensuring the annual renewal fee and the required annual report is filed with the Arizona Corporation Commission.
- Preparing for the annual meeting; notifying the membership, finding potential new officers, and conducting the voting process in an open and fair manner.
- Maintaining an approachable business-like manner.

Adopted by Board of Directors November 9, 2017

AAMHO BOARD STANDARDS

OF CONDUCT

As a member of the Board of Directors for the Arizona Association of Manufactured Homeowners, Inc. (AAMHO) I will:

- Represent the interests of all people served by AAMHO and not favor special interests inside or outside the community.
- Not use AAMHO or my service on this board for my own personal advantage or for the advantage of my friends, relatives or supporters.
- Keep confidential information confidential.
- Respect and support majority decisions of the board.
- Approach all board issues with an open mind, prepared to make the best decisions for AAMHO.
- Focus my efforts on the mission of AAMHO and not on my personal goals.
- Never exercise authority as a board member except when acting in a meeting with the full board or as I am delegated by the board to satisfy my responsibilities to AAMHO.

- Consider myself a trustee of AAMHO and do my best to ensure that it is well maintained, financially secure, growing and always operating in the best interests of those we serve.

Adopted by Board of Directors November 9, 2017

Executive Committee Responsibilities

The Executive Committee shall:

1. Be responsible for reviewing all governing documents, contracts and corporate documents on an annual basis. These shall include but not be limited to: Articles of Incorporation, Bylaws and Policies, insurance policies, lobbyist and association contracts, corporate documents and any other relevant material.
2. Appoint a supervisor to work with the Office Manager and report to the Board of Directors as needed.
3. Annually evaluate the Office Manager's performance on their anniversary date and recommend salary adjustments to the Board of Directors.
4. Screen eligibility qualifications and performance criteria for anyone interested in becoming an Officer or Director, upon receipt of a letter of intent and statement of qualifications or upon nomination at a duly called meeting, recommending or rejecting such candidate for election or appointment. File a report of their findings following such screening.
5. Designate an official speaker/s to the media on AAMHO related matters. Develop a list of talking points to ensure clarity and uniformity of remarks.

Financial Guidelines

The fiscal year shall commence on January 1st and end on December 31.

No committee member, agent, board member or officer shall financially obligate AAMHO without the prior and express approval of the Executive Committee or the Board of Directors. Any such action by a board member shall be cause for termination.

Any expense over \$300.00 other than approved expenses as listed below must be first approved by the Board of Directors.

AAMHO Directors and Officers shall give a receipt to an authorized park representative for all funds collected at park functions, including but not limited to 50/50 donations, legal fund donations, legislative fund donations, or any other discretionary funds.

Association dues may only be paid by check, debit or credit card, PayPal or other approved means. Cash dues payments are discouraged but if accepted, the member must be given a receipt immediately.

Transfer of Funds

Funds may be transferred between Association accounts by the Office Manager with the prior approval of the Treasurer.

Check Signing Authority

Authorized signers on all checking accounts including those for special funds shall be the President, Vice-President, Treasurer and Secretary.

With the approval of the Board of Directors the Office Manager may be authorized to sign checks for regularly scheduled expenses or other checks as approved.

Two signatures shall be required on any check totaling over \$500.00.

The following regularly scheduled payments for operating expenses may be considered pre-approved:

Office Utilities including electricity, water, phones/internet computer backup, McClintock Gardens Association, and any other ongoing monthly charges. New charges should be submitted to the board for approval.

Other Expenses Payable:

Emergency repairs to AAMHO property or equipment may be paid with Executive Committee approval.

Payroll, property tax and other applicable taxes.

Dues refunds.

Board Member Expense Reimbursement

No board member shall be reimbursed for expenses incurred unless a signed Contact Visit/Expense Reimbursement form is completed. *See Appendix for form copy*

Expenses must be submitted to the Office Manager by the last day of every month, to be then given to the Board of Directors for review and payment.

Any expense not approved by the Board of Directors shall be considered non-reimbursable.

Any expense more than three months old may be disallowed after a Board review except for expenses incurred during the months of June-August.

Special expense arrangements may be allowed after approval by the Board of Directors.

Legal Fund

The Legal Fund is generated solely from donations and is used to help those individuals with just causes, the resolution of which benefit the entire manufactured home community. The Board of Directors must review and vote on each request for assistance from the Legal Fund prior to any commitment of funds. No funds shall be distributed without a signed agreement specifying the method of repayment of all or part of the funds advanced in the amount as determined by the Board of Directors.

Legislative Support Fund

This fund is used to financially aid candidates who could assist AAMHO in strengthening Arizona laws to better protect the rights of manufactured homeowners, park model owners and RV owners. All contributions to this fund must come from individuals and are distributed in the amounts allowable and reportable under PAC requirements.

DUTIES OF OFFICERS AND DIRECTORS

The President shall:

1. Exercise the powers given under the Bylaws to manage the affairs of the Association.
2. Be familiar with parliamentary procedure and all governing documents.
3. Preside at all meetings of the Board of Directors and all Executive Committee meetings, and the Annual Meeting of the Members
4. Facilitate meaningful discussion on issues in a civilized manner.
5. Appoint committee chairs and members as prescribed by the Bylaws.
6. Be an ex-officio member of all committees.
7. Sign all contracts and official documents. Be a signer on all bank accounts.
8. Assist Office Manager as needed with requests and decisions.
9. Write an article for each newsletter.

The Vice-President shall:

1. Preside at meetings when the President is absent or unable to do so and carry out the duties of the president in his/her absence.
2. Be familiar with parliamentary procedure and the governing documents of the Association.
3. Be a signer on all bank accounts.
4. Write an article for each newsletter.
5. Support the office manager as requested.

The Secretary shall:

1. Notify all board members of board meetings, or with the proposed agenda at least ten days prior to the scheduled meeting date.
2. Notify board members of any Special meeting according to the notice requirements specified in the Bylaws.

3. Take minutes of the proceedings of the Board of Directors meetings, Executive Committee meetings, and the Annual Meeting, submitting a copy to each board member via e-mail within 14 days.
4. Maintain minutes and records in the Corporate Book and by electronic means.
5. Add documentation to show corrections made to previous minutes to the related minutes in the Corporate Book.
6. Maintain an annual calendar of events, placing those needing attention on the upcoming agenda.
7. Be an authorized signer on all AAMHO credit union accounts or other accounts elsewhere.
8. Coordinate with Office Manager to update Corporate Commission records annually in April.
9. Coordinate with Office Manager to update insurance records annually.
10. Share input with Membership Director on Annual Meeting requirements.
11. Possess adequate computer and organizational skills to be able to carry out the above duties competently.

Secretary Qualifications

Required:

1. Proficiency with Windows 10 and other common software
2. Excellent communication skills both written and verbal.
3. Ability to accurately take minutes at meetings.
4. Ability to keep accurate records and fulfil secretarial duties as required.

The Treasurer shall:

1. Be responsible for accounting procedures according to standard accounting practices.
2. Be an authorized signer on all AAMHO credit union accounts, or any other accounts.
3. Recommend selection of credit union, depositories, and banking instruments.
4. Submit written monthly financial reports to Board of Directors.
5. Submit a written annual financial report to the Annual Meeting.
6. Arrange year end meeting with president and CPA to review data for preparation of 990 forms.
7. Be responsible for filing all applicable quarterly returns and payroll tax returns on time.
8. Facilitate preparation of the annual budget with all involved parties. Prepare and submit a written annual budget in November.
9. Chair the Finance Committee
10. Be able to handle preparation of financial reports and discuss financial matters with board members, accountant and others in a knowledgeable manner.

Treasurer Qualifications

Required:

- Knowledge of accounting practices and procedures
- Ability at or above full charge bookkeeping level
- Demonstrated evidence to work successfully with critical detail

- Working knowledge of and experience with Microsoft Windows,
- Degree or certificate with an emphasis in accounting
- Working knowledge and experience with Intuit QuickBooks
- Demonstrated evidence of maintaining accurate financial records
- Strong computer skills with Windows 10 and accounting software.

The Legislative Director shall:

1. Chair the Legislative Committee.
2. Plan and determine legislative goals in writing, with the assistance of the Legislative Committee, and present it to the Board of Directors for approval following the annual meeting.
3. Coordinate legislative efforts with our lobbyist.
4. Submit written monthly reports to all Board of Directors meetings and the Annual Meeting.
5. Assist lobbyist as required in meetings with governmental officials, MHCA, and any other organization beneficial to our goals.
6. Inform members of legislative updates and/or the need for them to contact their legislators.
7. Plan article for each newsletter.

The Education Director shall:

1. Chair the Education Committee.
2. Teach and train others to present classes.
3. Review all training programs, on an annual basis, updating curriculum, materials and presentation needs annually.
4. Prepare list of presenters according to their respective specialized subjects, and submit it to the Board of Directors for review.
5. Be able to explain the *Arizona Mobile Home Parks Residential Landlord and Tenant Act (LTA)* the *Arizona Recreational Vehicle Long Term Rental Space Act* and other relevant laws.
6. Submit written monthly report to all Board of Directors meetings and the Annual Meeting.
7. Plan article for each newsletter.
8. Assist with requests for information from members and non-members.

The Membership Director shall:

1. Chair the Membership Committee.
2. Be knowledgeable of our Mission Statement.
3. Develop committee goals and submit written procedures to accomplish goals to Board of Directors.
4. Establish and direct the activities of the Membership Committee
5. Submit written monthly report to all Board of Directors meetings and the Annual Meeting.
6. Actively attend, promote, and assist in membership drives in parks around the state.
7. Encourage all members to keep their email address current with the AAMHO office.
8. Plan article for each newsletter.
9. Provide input for Annual Meeting planning as required
10. Respond to Office Manager requests for member and non-member contact.

The Park Model Director shall:

1. Visit parks and respond to park model owner concerns.
2. Promote educational programs to better educate park model home owners.
3. Perform activities in accordance with the mission, vision and goals of the organization.
4. Submit a written monthly report to all Board of Directors meetings and the Annual Meeting.
5. Work closely with Legislative Director and Membership Director.
6. Respond to Officer Manager requests for member and non-member contact.

Membership

Membership Dues

- Board of Directors will review and set the AAMHO membership dues.
- Dues can include up to two (2) member homeowners of manufactured homes, RV's and park models who meet the Bylaws criteria.
- Each member will be billed for dues on their annual anniversary date.
- Notice should be taken of the Alternate Address, both seasonally and when "Use only" is indicated.
- The first notice will be mailed approximately 60 days prior to the anniversary date.
- Returned notices will *not* be resent, but member will be emailed or called when notice is returned. If the member updates their information when called and requests it be mailed, an invoice will be emailed or sent by mail.
- Members whose dues are still unpaid will be contacted approximately 15 days after their anniversary date.
- If a member does not pay dues within sixty (60) days of their anniversary date, their status will change to "Expired". However, the member name will remain in the AAMHO database for potential future contact.
- If a member rejoins AAMHO, their original member number will be re-issued and a new anniversary date established.

Honorary Life Membership Criteria. To be considered for Honorary Life Membership, individuals must meet each of the following criteria:

- Have retired from the AAMHO Board of Directors with no intent to return, or have formally submitted in writing an announcement of such retirement.
- Have had a minimum of ten (10) years of continuous service to the Association.
- Have demonstrated in an exemplary manner professional qualities of leadership and/or service in AAMHO which truly merit honorary recognition.
- Have shown a commitment to the values and goals of AAMHO as demonstrated by a consistent record of active leadership and participation at the state, district and chapter levels of the Association.

Selection Procedures

- Nominations for Honorary Life Membership shall be made by any Member representative or any individual member directly to the AAMHO Board of Directors. Letters of nomination should be submitted to the President and Membership Director and must specifically address the criteria above.

- If the recommendation for honorary life membership is approved by the Board of Directors, the new Honorary Life Member is recognized at the next Annual Meeting of the Members.
- Benefits and Privileges.
- Shall not be subject to annual dues or the registration fee for the Annual Meeting of the Members.
Membership is conferred at the next Annual Meeting of the Members and he/she will receive a certificate of honorary membership.
- Should an Honorary Life Member return to active service on the AAMHO Board of Directors, the benefits and privileges stated above will be suspended until such time as he/she again retires.

Newsletter

1. The Editorial Committee is responsible for proofreading newsletters prior to being distributed.
2. The Executive Committee has the right to review, accept, or change an article submitted for publication.
3. Publication of the *AAMHO Connection* newsletter will be bimonthly.
4. The Board of Directors may decide to increase or decrease publication as circumstances dictate.
5. Legislative, membership, and educational information shall be a part of every newsletter.
6. Informational material to encourage participation at the state level will be included.
7. News articles shall not contain personal criticisms, endorse personal political viewpoints, or contain unsubstantiated statements.

Equipment & Supplies

All Board of Directors are asked to fill out an "Equipment/Supply – Removal/Return Form" when borrowing any equipment or supplies from the office. *A copy of this form is in the Appendix.*

Office Staff

1. Office Hours:
 - 9:00 am – 4:00 pm, Monday – Friday
2. Work Hours:
 - Five (5) days a week, 9:00 am – 5:30 (with a half-hour lunch)
 - The Annual Meeting on a Saturday will be a required work day. Employees will be given a compensating day off during that pay period.
 - In accordance with federal labor laws, overtime is not authorized nor can compensatory time be accumulated. An employee will not be paid for more than forty (40) hours in any weekly payroll period unless extra time is authorized by the Board of Directors.
3. Payroll:
 - Employees shall be paid biweekly on Friday for each pay period.
 - Employees shall be required to submit a signed time sheet to be approved and signed by an Executive Committee member. *A copy of this form is in the Appendix.*
 - Employees performance shall be reviewed on their anniversary date.

4. Holidays:

- A full time employee will be paid eight (8) hours for each holiday. Part time employees will not receive compensation but will have the day off. When a holiday falls on Sunday, the following Monday will be observed as the holiday. If a holiday falls on Saturday, the preceding Friday will be observed as the holiday.
 - New Year's Day
 - Presidents Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Veterans Day
 - Thanksgiving Day
 - Christmas Day

5. Sick Days:

- Full time employees shall be allocated the following sick days with written approval from Supervisor
 - 0 to 2 years of service 5 days
 - 2 years of service and over 10 days
- Requests to take time off, for any reason, shall be emailed to the employee's Supervisor.

6. Vacation:

- Full time employee shall have earned:
 - 1-2 years 5 Days
 - 2+ to 5 years 10 Days
 - 5+ and over 15 Days
 - ❖ Vacations shall be taken during the calendar year earned.
 - ❖ Vacations are encouraged during the summer months.

In addition, 1 Personal Day can be taken anytime during the calendar year with advance notice. Requests to take time off, for any reason, shall be emailed to the employee's Supervisor.

7. Bereavement:

- Full time employee will receive up to three (3) days in the event of the death of an extended family member to include parents or step parents, siblings, grandparents, grandchildren or step children, or in-laws.

District Guidelines

- Area representation may change from time to time based on the needs of AAMHO.
- Any member in good standing living in any park within the District may seek nomination as a District Director or Associate Director.
- Each District may have a Director and an Associate Director who shall each serve a term of one year.
- Districts may choose a slate of officers to represent the district at a local level if they so desire.
- For voting purposes, all current active District members are eligible to vote on District matters.
- District Officers must remain active AAMHO members during their term of office, as defined in the Bylaws and Policy Manual.
- Vacancies in local offices shall be filled for the balance of the term by election at the following a regular or special District meeting.
- The District Director or Associate Director positions may be filled temporarily by the AAMHO Board of Directors.
- A Director's conduct shall be co-operative and not confrontational.
- A Director shall work to promote cooperation between members, park managers and AAMHO.

- The Director shall facilitate exchange of information between the AAMHO Board and district members including information about available education programs, legislation, hearing results, and any relevant functions.
- Shall promote such activities as may be appropriate to AAMHO purposes and goals.
- Offer the *Handbook for Park Officers* to all parks.

1. District Director shall:

- Possess the following qualities: Be a good listener, be able to evaluate situations in a fair and impartial manner, respect confidentiality of information received, be able to respect and work well with management and be a good communicator.
- Represent the District on the AAMHO Board
- Preside over all District meetings
- Notify AAMHO Office Manager of all regularly scheduled meetings two weeks prior to the event.
- The AAMHO office should be advised of any unscheduled meetings of an urgent nature prior to the meeting.
- Schedule speakers and other events for meetings
- Assist Education Director to schedule educational events in the District by providing locations
- Study the *Arizona Mobile Home Parks Residential Landlord and Tenant Act* (LTA) to be able to apply it to situations and answer questions
- Be familiar with the *Arizona Recreational Vehicle Long-Term Rental Space Act* and the differences between the Acts.
- Be knowledgeable of the AAMHO Bylaws and Policy Manual and adhere to the Standards of Conduct and Board Responsibilities contained therein.
- Recommend persons to the Executive Committee they judge to be qualified to serve as an Associate Director
- Submit monthly written reports on park visits and other relevant activities to the AAMHO Office Manager for presentation to the Board of Directors
- Be available to mentor members and assist with membership recruitment.
- Maintain regular communication with your Associate Director(s)
- Refer all issues for resolution. from your own park to the Executive Committee
- Write an article for the AAMHO newsletter.
- Complete a Contact Visit/Expense form and submit it to the Office Manager monthly. *(See Appendix)*

2. Associate Director shall:

- Represent the District on the AAMHO Board and shall have voice and vote with their being a maximum of two votes allowed per District including the District Director's vote
- Study the *Arizona Mobile Home Parks Residential Landlord and Tenant Act* (LTA) to be able to apply it to situations and answer questions
- Be familiar with the *Arizona Recreational Vehicle Long-Term Rental Space Act* and the differences between the Acts.
- Be knowledgeable of the AAMHO Bylaws and Policy Manual
- Submit monthly written reports on activities and visits to the AAMHO Office Manager for presentation to the Board of Directors
- Maintain regular communication with the District Director
- Refer all inquiries from your own park in written form to the Executive Committee.
- Complete a Contact Visit/Expense Form and submit to the Office Manager monthly. *.(see Appendix)*

Park Membership Requirements

- A member in good standing in each park should be designated as a liaison to AAMHO so that park members may be notified of important legislative or other information affecting them.
- Parks may choose a slate of Officers to represent them at the local level if they so desire.
- Officers must be an AAMHO member.
- Suggested officers are, President, Vice-President, Secretary/Treasurer. Committee members and others may be added as necessary.
- The AAMHO Park Officers Handbook is available for member use.
- Each member may vote on elections and issues.
- A membership committee is a vital asset to a park, as is the appointment of a person to act as Greeter to welcome new residents and inform them about the park.
- At least three (3) meetings per year are recommended including the annual meeting to elect new officers.

AD HOC Committee Guidelines

PURPOSE OF COMMITTEE

The Ad Hoc Committee shall study and recommend actions regarding any matter which the committee determines relates to the health, safety or welfare of park residents as covered by the Arizona Mobile Home Landlord and Tenant Act.

The Ad Hoc Committee shall upon the request of a Member review any grievances filed by such Member against the owner of the community or evaluate other issues of concern.

GUIDELINES

Any Member who is an owner of a mobile/manufactured home, park model or RV in the community can seek the assistance of the Ad Hoc Committee.

Members shall not be required to be current in their dues payments to AAMHO to seek assistance.

Members shall attempt to resolve issues with management prior to filing a grievance with the committee.

The committee shall not consider grievances filed by one Member against another Member. Such grievances may be filed with Park Management for possible disposition.

The committee will not report to Management any alleged violation of the Rules and Regulations.

Homeowners should follow the steps outlined below.

1. Identify the clause in the Landlord and Tenant Act which covers the complaint.
2. Formulate a letter to park management outlining the scope of the complaint and the desired resolution. Request a timely response from management.
3. Deliver the letter to management

4. Get response
5. If the problem is not resolved contact the AD Hoc committee for advice to determine what further action may be taken.
6. Ad Hoc members may not actively assist members with writing letters, filing petitions or providing other similar assistance identifying themselves as representing AAMHO.

Member Topics for consideration

1. At any time, members may submit topics requesting consideration by the State Board of Directors.
2. Each topic must be submitted, in writing or via email, to the local AAMHO District Director. Written documents should be signed by all submitting members. Email submissions must contain names of all submitting members.
3. If the topic is of an urgent nature, the District Director will forward the document, including any recommendations or relative information, to the AAMHO office requesting it be reviewed by the Executive Committee as soon as possible. If the Executive Committee is unable to meet, or is unable to resolve the request, the topic will be placed on the next Board meeting agenda under new business.
4. If the topic is not of an urgent nature, the District Director will forward the document, including any recommendations or relative information, to the AAMHO office requesting it be placed on the next Board meeting agenda under new business.
5. The Board of Directors will review the topic and take whatever action they deem necessary. Board decisions are final on all topics considered.

AAMHO policies revised December 2017