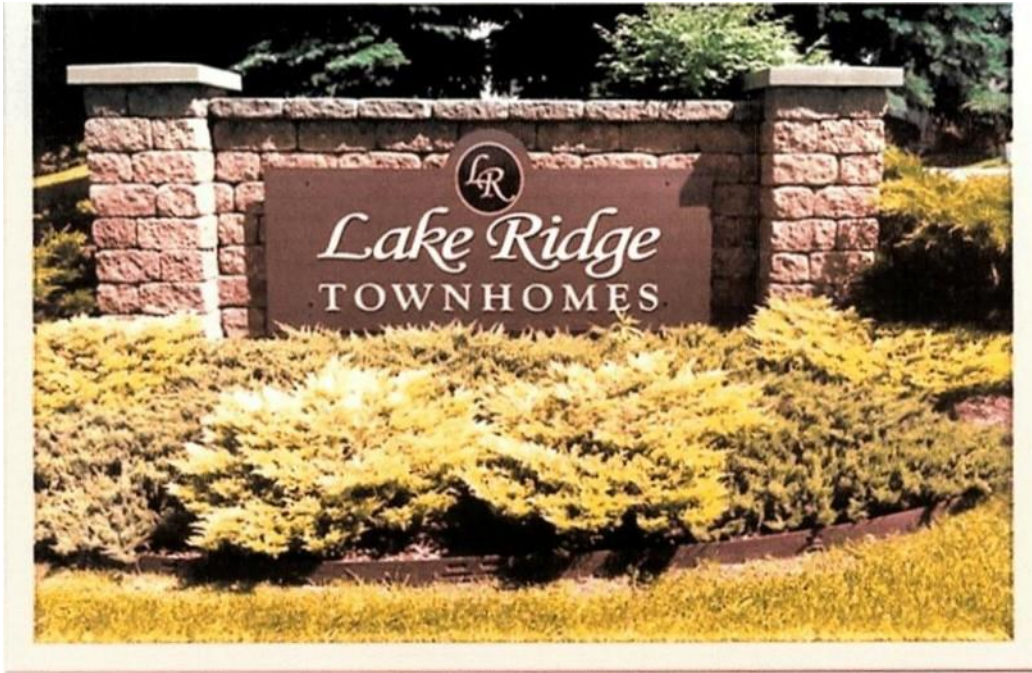


Lake Ridge Owners Association
Board of Directors
Description of Roles and Responsibilities



Board of Directors

Officers

President • Vice President • Secretary • Treasurer

Committee Chairs

Architecture/Landscape • Insurance • Maintenance • Real Estate • Special Projects

Property Manager
Jim Schumacher, Property Manager
Association Experts
3625 Talmage Cir. Ste 202
Vadnais Heights, MN 55110
lroa@association-experts.com

ALL MEMBERS OF THE BOARD

There are nine members on the board with each member serving a term of three years. Three terms are completed each year and all owners are eligible to volunteer to serve. New members are nominated and chosen during the Annual Meeting.

Officers are elected each year during the December meeting and chairs are selected. The contract for the property manager is reviewed and elected yearly.

Members will participate in and prepare a report for each monthly board meeting. These reports will include any and all association activities which are directly related to their role on the board. Status reports will be presented to all homeowners each year at the Annual Meeting.

Each member will assist with the distribution of board-related hard copy materials. These include copies of the monthly meeting minutes to those not accepting email delivery, all notices of social events, opportunities to participate in various services offered throughout the year, and other important notices determined by the board.

Members are asked to participate in all social events including, but not limited to, the annual Night to Unite.

The board participates in the annual spring and fall walk-thru. It is at this time the overall exterior appearance of each unit is inspected. Landscaping, decks, painting of decks and trim, and other necessary maintenance issues in need of repair are recorded and reported to individual homeowners.

Special projects, such as updating the Lake Ridge Owners Association Directory, welcoming new owners, and assisting all homeowners as needed are a part of the on-going efforts of the board.

We are fortunate that this volunteer board is very active and stays current with local community and state issues which may impact our community. These are reported and responded to as necessary. Many communications occur among the board members between the monthly meetings, to review any reports prepared by the manager and keep current with community events and activity.

The board welcomes suggestions and concerns from all homeowners in our community and are invited to attend the monthly meeting.

Each member on the board is entitled to a single vote on all board decisions. Decisions are made with a majority vote count.

The property manager has advisory privileges but does not have a vote on the board.

The President presides over all monthly board, annual membership, and special meetings. This position is responsible to carry out all orders and resolutions of the board, manage daily affairs, and authorize specific actions according to board policies.

Agreements are entered on behalf of the association after board approval and the president acts as liaison with the management company and understands the scope of the manager's responsibilities to the association.

Other responsibilities include overseeing all committee chairpersons and assist in the execution of their duties.

The agenda for the meetings is prepared in conjunction with the manager. As directed by or on behalf of the board, the president will serve as spokesperson in most general association business.

Board approved contracts and other documents in the name of the association are executed in this role. This would include signatures on notarized documents, checks, and promissory notes.

The President must be familiar with the association governing documents and promote compliance in all regards.

The Vice President, in the absence of the President, will assume the duties and responsibilities of the President. It is encouraged to carefully listen and process the comments and content of the monthly meeting and offer solutions and suggestions when appropriate and necessary.

Consistent note taking is beneficial should questions arise or past board decisions are recalled for certain events. In the absence of the Property Manager, the secretary, and (if the secretary is absent) then, the vice president may be called upon to take the minutes.

This position is a support to the president and all other board members at all times. This is an observational position that keeps up with community needs and issues.

The vice president also carefully reviews the draft of the minutes prior to draft approval and distribution to the community.

The Secretary creates and documents both the general and executive board meeting minutes. The executive minutes act as documentation to items noted for further discussion or decision in upcoming meetings. The general minutes are the summary of the monthly meeting decisions and resolutions which are distributed to the community members.

Information is collected from all board members to create the presentation summaries for the annual meeting. The minutes for the annual meeting are created during this yearly session.

Spreadsheets are created to record the findings and completion of maintenance issues found during the spring and fall walk-thru. The spring review results is documented and passed on to the property manager to create and distribute notices to the affected homeowners. The fall walk-thru reviews the activity on items documented and noted in the spring walk-thru as well as any new items that have previously not been recorded. Incomplete requests are again passed on to the property manager to address with the affected homeowners.

The secretary also updates and maintains the long range planning documents.

The Treasurer works with and reviews the work prepared by the management company. This includes the accuracy in reporting and preparing the income, expenditures, account justifications, preparation and follow-up of the annual budget, and reports to the board.

The signature of this position is registered with the assigned bank(s) to ensure authorized signature on all checks and financial documents. This signature is in addition to two other board members, including the president, to sign and co-sign checks that have been prepared by the association manager.

Checks are prepared for all contracted and non-contracted services or goods. One additional registered signature is required and in the absence of the treasurer, the president should sign with another co-signer.

Online access to all bank accounts is achieved by working with and consulting a representative at the bank(s) where financial business is conducted.

Investments are tracked and reviewed as CD investments are due for renewal. Like other board projects, investment rates and times are reviewed at several financial institutions prior to the board's approval of the better rate and terms of investment.

Architecture and Landscape receives and reviews all homeowner requests for changes and/or additions to the exterior of the unit. This includes landscaping elements, patio and/or deck replacements, garage and entry doors, and replacement windows. Any change in question should be submitted for review and the homeowner will be notified if approval is required or not.

Requests may be submitted through the "contact us" link in our website (www.lakeridgehoamn.com), a written note directly presented to any board member or placed in the association mailbox at 1065 Bridge Street. The homeowner may also call the chair of this position or the management company. Requests are still required to be presented in writing.

General requests are responded to and approved with a written description or simple drawing. More complex changes may require further details to include a detailed drawing, the materials to be used, and the location of the changes.

Previously approved changes may be approved directly by the chair if they comply with the standards of the association. Non-standard requests are presented to the board for their consideration and approval. These requests may include an "in person" presentation to the board at a regular or special session meeting. Some requests may go beyond the approval of the board and require more input and regulation from the city of Shoreview.

Requests are answered with a letter prepared by the association manager and signed by the chair. The response indicates the approval or denial of the request and outlines any and all appropriate guidelines relating to the change. While this process may take a few days, the homeowner may request a verbal decision prior to the receipt of the official letter.

Maintenance primarily works with the grounds contract service(s). This includes any and all issues involved with reviewing contracts, lawn care in the spring through fall, and plowing during the winter. This chair works with the association manager and receives, processes, and resolves any issues observed or reported.

Issues with mailboxes are also addressed and special offers for home maintenance are offered at various times of the year.

Real Estate also works with the association management. A monthly report is prepared and reported on the property status within the association. Use of the Zillow.com website provides information on homes for sale, homes sold, pending sales, and those in foreclosure.

Special Projects initiates and completes special projects as requested by the board or the community. The major projects are the Nite to Unite, and annual garage sale, usually held in the spring but could also be held in the fall if the community expresses interest.

Web Master maintains and updates the community website: www.lakeridgehoamn.com. License and domain names are managed and paid for by the association. Homeowner email addresses are collected and included in the electronic address book to distribute important notices and the minutes from the annual and monthly board of directors' meetings.

The Association Property Manager is a contracted position reviewed and determined by the board. The manager's responsibilities are clearly outlined and explained in the contract.

The manager is usually the "first call" a homeowner will make when needing a service or to address an issue. The manager will work directly with the chair when the issue is appropriate.

The manager's report is electronically sent to the board weekly to keep board members up to date with current status on any and all issues.

This position acts on issues as directed by the board and includes the preparation and mailing of official association letters to homeowners. The association manager is responsible for taking accurate meeting notes, the account ledgers, making bank deposits, and preparing checks. Attendance at all monthly and annual meetings is mandatory.

Standard Operating Procedures (SOPs)

The President:

- Preside over all meetings
- Carry out board orders and resolutions
- Interact with the association's legal representative on behalf of the board to help resolve all issues requiring legal action
- Manage daily affairs and authorize actions in accordance with board policies
- Enter into board approved agreements
- Will be the liaison to the management company and work within the scope of contracted responsibilities
- Oversee and assist in the execution of committee chairperson duties
- Prepare the monthly agenda with the manager
- Serve as spokesperson in most general association business as directed by or on behalf of the board
- Execute board approved contracts and documents
 - Notarized documents
 - Co-sign all checks and promissory notes
- Understand and promote compliance of the association governing documents

The Vice President:

- Fill the role of the president when the president is absent
- Actively participate in all meetings
 - Listen attentively
 - Make suggestions when needed and appropriate
- Take careful notes during all meetings
- Document meeting notes in the Secretary's absence when needed
- Support all board members with any and all projects as needed
- Be aware of community activities and report any questionable items to all or appropriate board member

The Secretary:

- Review the minutes for all board meetings which are written by the Property Manager
- Executive minutes are to be used as the record of all discussions and documentation at the board meeting
- General minutes summarizing the board discussions and decisions are prepared for distribution to the members of the association
 - Annual meeting minutes prepared in the same manner as the monthly minutes for distribution
- Collect information from all board members and create the presentation for the annual meeting
- Maintain the spread sheet of all properties for the spring and fall walk thru
 - Update to reflect items needing attention during the Spring review and forward to the property manager to create and distribute letters to effected homeowners
 - Update spreadsheet for the Fall walk thru to show remaining open items from the Spring walk thru
 - Outline additional items in the Fall and forward to the property manager to create and distribute letters to the affected homeowners
- Update and maintain long range planning document

The Treasurer:

- Register with the bank as the Treasurer for the association
- Signature is required for all checks prepared by the association manager
- Confirm two additional signatures (the president and one other board member) are registered
 - Sign all checks with the addition of one co-signer
 - The president and one other co-signer will sign checks in the absence of the treasurer
- Establish online access to the bank accounts.
 - Savings account (money market account)
 - Checking account
- Monitor account activity and perform transfers between the accounts as determined by the board
- Work with bank officer to achieve access - Include business ID, personal ID, and password
- Track CD investments at banks: Due dates, renewal dates, current rates of interest
- New CDs will require signatures, auto renewals usually do not
- Work directly with the association manager to prepare and oversee the annual budget
- Assist with other assigned projects as needed

Architecture and Landscape

- Receive and review all requests for exterior changes from homeowners
 - Requests may be submitted to the chair, property manager, any board member, or through the association email
 - All requests are forwarded to the chair for action
 - All requests must be in writing
- For most requests, an email or handwritten note is sufficient
 - Requests for more detailed changes will require a drawing delineating the location and details of the changes
 - Extensive landscaping elements
 - Patio installation
- Changes which comply with association standards may be directly approved by the chair
- Non-standard requests must be presented to the board for review and approval
 - These requests may be presented at the monthly meeting by the chair
 - These may also be presented in person by the homeowner at a meeting
 - The board may invite the homeowner to present the request at a regular meeting or special session
- The homeowner is sent a notification of approval or denial outlining the requested change and appropriate guidelines
- The association manager prints the status letter and submits it to the chair for signature and delivery and the process may take a few days
 - The homeowner may request a verbal status prior to delivery of the official letter
- More detailed clarifications may be found in the Rules and Regulations handbook
- Potential and future landscaping and architectural projects may be initiated and presented to the board for approval (These projects reflect the overall appearance of the community properties)

Maintenance:

- Work directly with the company contracted for the lawn care and plowing
- Communicate directly to report any damage and/or concerns
 - Major issues will be addressed in tandem with the Property Manager
 - All concerns should be addressed and reported as quickly as possible to the Property Manager
- Issues and complains should be logged and reported during the monthly board meeting

Summer concerns may include:

- Gouging and scraping the lawns
- Areas not mowed
- Scalping lawn areas with the weed whippers
- Areas not mowed during hot weather due to lack of watering

Winter concerns may include:

- Damage to garage doors
- Lawn damage

- Application of sand in icy driveways
- Necessity of snow relocation
- Removing vehicles in the driveway when plowing is needed
- Work directly with the contracted company (currently Five Star) for the opening, closing, and repair of the irrigation systems in the commons areas.
- Remind homeowners of garbage and recycling schedules and issues.
- Report issues with any owner not following rules and regulation for lawns and driveways to the manager

Real Estate:

- Prepare the report on association property status.
- Homes for sale, homes sold, pending sales, foreclosed homes, private sales
- All may include address, owner, price, closing date
- Association manager may update information with foreclosed entities and other listing data

Special Projects:

- Initiate, complete, and participate in special projects as requested by the board
- Plan and manage the annual garage sale and Nite to Unite
- Discuss proposed dates with the board
- Commonly a Thursday, Friday, and Saturday and coordinated with the North Oaks Garage Sale
 - Prepare and distribute a letter to homeowners to determine level of participation
 - Report interest level to the board
 - Communicate with interested participants
 - Prepare and post an ad on Craig's List or other online garage sale sites
 - Place "Garage Sale" signs on Highway 96, Lexington and Churchill Streets, and at the driveways at each home participating the first day of the sale
 - Collect all signs the last day of the sale and return to the storage shed
 - Encourage participants to block vehicle traffic in their driveway to respect the other owners