

**Freedom Pond Cooperative, Inc.**  
**Community Rules Committee**  
**Policy and Procedure**

The purpose of the community rules committee is to handle disputes and complaints from members in a fair, even-handed and positive manner. The community rules committee develops and carries out community rules policies and procedures for members and residents who report a community rule violation. The community rules committee does NOT handle issues related to the *management of the Cooperative*, such as contractor and board of directors' conduct. These matters should be brought directly to the Freedom Pond Cooperative's board of directors.

The community rules committee chair shall be appointed by the members of the committee. It is the responsibility of the committee members to meet as needed to conduct the business of the community rules committee, including:

- To develop and/or revise the **Community Rules Policy and Procedure** for approval by the board.
- To fulfill the duties outlined in the community rules policy.
- Prepare a monthly **Activity Report** to the board of directors outlining the activities and progress of the committee.
- Conduct one annual community walk around inspection each mid September.
- Maintain resident confidentiality.
- Sign the community rules committee **Policy/ Confidentiality Acknowledgement** form.

*The community rules committee may intervene in only one kind of situation, which is when a community rules violation occurs.* **Notes to know about community rules:**

- **All complaints of rule violations must be:**
  - Submitted in writing using the **Complaint Form** and legible.
  - Signed by the person who is lodging the complaint, although the name need not be revealed to the complainant.
  - About the facts, not the individual(s). Obscene language is never acceptable.
- A **letter of acknowledgement** is sent to the person who made the written and signed complaint, thanking them for their concern.
- Anonymous, verbal, or illegible complaints will **not** be addressed by the committee.
- Rules committee members are not permitted to submit complaints to the committee, nor solicit them from residents.
- Two members of the committee will have a key to the communication box and will check the box for complaints on a regular basis, as determined by the key-holders, but not less than weekly.
- On an as needed basis, but not less than once per month, the community rules committee will review the complaints, verify violations, send **Friendly Rule Reminders** and prepare an **Activity Report** in time for the monthly board of directors meeting.
- All **Complaint Forms** and **Friendly Rule Reminders** will be kept in the **Committee File**.
- The chair of the committee is responsible for completing the **Community Rules Violation Documentation Sheet**; as violations occur, notices are delivered, and assistance is offered and delivered.

**Procedure for handling written, signed complaints:**

1. Written and signed complaints are deposited in the **Communication Box** located beneath the **Communication Board** by the mailboxes.
2. The committee will do its best to verify that a rule violation or issue has indeed taken place.

