



## Clubhouse & Recreation Tract Code of Conduct Policy

Effective Date of Policy: October 26, 2023

### Vision & Guiding Principles

The Valencia Bonita Homeowners Association, Inc. ("Association") is committed to supporting a lifestyle for Members and Staff that embraces the core values of respect, civility, inclusivity, and collaboration.

All Members and Staff are entitled to a Clubhouse & Recreation Tract environment free of inappropriate behavior.

### Definitions

For purposes of this policy, the following definitions shall apply:

#### Members:

- Owners (*Residents, Family Members, Guests, Invitees and/or Tenants*)
- Resident Committee or Group Members
- Resident Volunteers (*Those who help with events*)
- Board Members

#### Staff:

- Food and Beverage Director and Staff
- Spa Operator and Staff
- Director of Sports and Staff
- Cleaning and Maintenance Supervisor and Staff
- Gate Access Guards
- Property Management Staff
- Other Vendors contracted by the Homeowners Association

#### Inappropriate Behavior:

- Use of threatening, belligerent, or profane words to intimidate or berate Members or Staff.
- Haranguing Members or Staff in an aggressive and critical manner.
- Slandering Members or Staff Members.

## Code of Conduct Policy

- a) Members shall conduct themselves in a courteous manner that respects Members and Staff in accordance with the provisions of the Association Rules & Regulations, Governing Documents, and the Code of Conduct Policy.
- b) Members shall refrain from exhibiting inappropriate behavior when interacting with Members and/or Staff in the Clubhouse or on the Recreation Tract.
- c) Staff shall have the right to work in an environment that is free from inappropriate behavior.
- d) Staff at their discretion, may refuse to provide services to Members they deem have exhibited inappropriate behavior.

## Incident Documentation & Review

Members and/or Staff who experience inappropriate behavior as defined in this policy may file an "Incident Report", a copy of which is available from Resident Services Desk or Property Manager.

## Incident Review

The Incident will be investigated by the Property Manager and/or Board of Directors.

## Enforcement of Code of Conduct Violations

If the Incident is deemed to be a violation of this Code of Conduct Policy, Enforcement against the individual responsible for the Incident will be as follows:

**1<sup>st</sup> Offense:** Verbal Discussion/Warning (with the Property Manager and/or Board Member).

**2<sup>nd</sup> Offense:** Written Notice of Violation of the Code of Conduct Policy – One (1) Week Suspension of Amenity Privileges (Key Fob turned off).

**3<sup>rd</sup> Offense:** Written Notice of Violation of the Code of Conduct Policy – One (1) Month Suspension of Amenity Privileges (Key Fob turned off).

**4<sup>th</sup> Offense:** Written Notice of Violation of the Code of Conduct Policy – Six (6) Months Suspension of Amenity Privileges (Key Fob and barcode turned off).

The 4<sup>th</sup> Offense will be immediately levied against the individual responsible for the Incident should they violate a Suspension of Amenity Privileges.

Notwithstanding the above, the Board and/or its designee may deviate from the above schedule of offenses if the Board or its designee determines, in its sole and absolute discretion, that the facts and circumstances require immediate suspensions or fines, or an accelerated schedule of offenses.

## Incident Resolution

The complainant will be notified of the results of the Investigation and Resolution. By adoption of this resolution, the Board hereby delegates authority to the Property Manager or the President with independent authority to determine that a violation of this policy has occurred and to determine the appropriate penalty based on the above schedule and discretionary authority based on specific facts and circumstances. The Property Manager and/or President have authority to call a meeting of the Association's Fines Appeal Committee to approve or disapprove the imposed fine and/or suspension.

## [Policy Questions](#)

Questions regarding the Valencia Bonita Code of Conduct Policy for the Clubhouse and/or Recreation Tract may be directed to the Property Manager or Board of Directors.

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**Valencia Bonita Homeowners Association, Inc.**  
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