

Tollgate Property Owners Association (TPOA) & Tollgate Water Company (TWC)

Board Members Qualities and Responsibilities Policy per CC&R's , Bylaws and Policies

1. A Board Member must possess the absence of self-interest.
2. Board Members must understand and adhere to the governing documents and policies of the Association and Water Company and become educated with respect to applicable state and local laws, and manage the Association and Company accordingly.
3. A Board Member must fulfill their fiduciary duties to TPOA and TWC and exercise discretion in the best interest of the Association and Company. (Fiduciary - Law, a person to whom property or power is entrusted for the benefit of another – based on the nature of trust and confidence as in public affairs (and finances)
4. Spokesperson for the Board to be designated by the Board. To avoid conflicts and misrepresentation regarding Board Policy and/or Board Action, Board Members will refrain from speaking/acting as individual members.
5. A Board Member should ask discerning questions and have a constructive rather than negative approach to new ideas.
6. The Board should not make decisions or responses without first researching the history.
7. A Board member should encourage input from the property owners on issues affecting the property owner personally and the community as a whole.
8. Board Members cannot become involved in mediation or arbitration between property owners as this should be done by the Board as a whole.
9. Board Member should address overall Board goals and responsibilities rather than personal agenda.
10. Board Members are to work with other Board Members, staff and committees to achieve Board objectives.
11. Board Members should be willing to make a sincere commitment to assignments or tasks. Being a Board Member can be time consuming. There are times a Board Member may need to donate additional time to a special project or for duties of their Board position.
12. Being a Board Member is not a popularity contest. Making decisions that may not be popular to all members can be unpleasant. A Board Member must make their decisions supporting the best interests of the Association and not special interests of a select minority.
13. Board Members should conduct open, fair and well publicized meetings.
14. A Board Member should never independently respond to an Address the Board Form or grievance issue. These matters are to be decided upon by the Board in its entirety. By independently

15. Press releases are to be approved by the Board as a whole.
16. A Board Member should never discuss outside the Board about employees. One of the Boards many responsibilities is to protect its employee from personal and professional attacks by property owners and renters. All employee comments and concerns should be addressed to the Business Manager. Property owners have the right to address an employee grievance issue with the Board but it can not be done in a public forum. The Board along with the employee(s) can meet with the property owner to address the issue. This can either be after the regularly scheduled Board Meeting or a Special Meeting may be called by the Board.
17. As a Board Member you will be approached by property owners. The professional response would be to listen, support the CC&R and employees and inform the property owner of the Address the Board Form. A Board Member must let the Association know when they are approached by a property owner and what the property owners concern(s) are. If a Board member receives correspondence from a property owner that correspondence must be forwarded to the Association office in a timely manner.
18. Reviewing correspondence should be done prior to the workshop. This will enable Board Members ample time to review and receive any additional information needed to make a well informed decision. Other than your initial, please do not write on correspondence. This correspondence is to be considered confidential.
19. Board Workshops are normally held two Tuesdays prior to the Board Meeting. The purpose of the Workshop is to inform the Board Members of issues at hand and to allow time to receive additional information (if needed) so that the Board can make well informed decisions.

Robert Rules of Order - Orderly Meetings

- 1. Assist Chair in motion procedure - move and second motion**
- 2. All remarks should be addressed to the Chair, not to the audience. This should keep the focus on the issue not personalities.**
- 3. Board Members - ask chair for permission to speak - state name - 3 minute time limit per issue.**
- 4. Property Owners - state name and lot number - 3 minute time limit per issue.**
- 5. A 3 minute time limit should eliminate the possibility of someone filibustering.**
- 6. Consider the situation objectively, don't let yourself become part of the problem.**
- 7. Keep the tone of the meeting impartial.**
- 8. Do not permit members to insult or defame each other.**
- 9. Make sure everyone has had a chance to be heard.**
- 10. Give everyone else's comments precedence over yours. Be a listener rather than a talker.**