

RESOLUTION ADOPTING STANDARDS FOR RESIDENT INTERACTION WITH THE
LAKES ON ELDRIDGE BOARD OF DIRECTORS AND ITS CONTRACTORS WHETHER
INFORMALLY OR DURING FORMAL MEETINGS

WHEREAS, the Board of Directors (the "Board") of the Lakes on Eldridge Community Association ("LOE") desires to allow and encourage residents to communicate with the Board, the LOE Community Manager and to certain LOE contractors to convey information about issues, problems, concerns, needs, observations, or to get answers or information, or to provide feedback and maybe even share a complement. However, the Board has recognized that certain residents have taken this encouragement to communicate to an unreasonable standard projecting uncivilized discourse and interrupting the administration of the community and the work of the Board and its contractors. Based on this recognition, the Board has adopted the following standards for Resident Interaction with the Board and its contractors so that the Board and its contractors may efficiently receive information they may use and efficiently provide answers and solutions without getting excessively distracted, interrupted, delayed, or irritated. The Board requires that residents interact with the Board and its contractors in a civilized and respectful manner or such interactions must be suspended and postponed until a civilized and respectful interaction will be ensured. Such interactions are not limited to formal meetings but include informal conversations whether during face to face discussions, telephone or similar remote conversations or electronic communication such as email and text messages.

NOW, THEREFORE, IT IS HEREBY RESOLVED by the Board that the following Standards for Resident Interaction are adopted and such Standards for Resident Interaction shall remain in effect until amended or revoked by further action of the Board.

Section 1: Purpose. The Board strongly strives to be responsive to the needs and concerns of the residents of the community, but regrets that interpersonal communication does not always occur with kindness, respect, and courtesy. In formal sessions, such as in Board Meetings, uncontrolled or ill-timed comments have the potential to interfere with the effective and efficient conduct of the business of the Board and can give rise to an unfair or unequal exchange of information. As a result, it is necessary to establish a consistent method for receiving resident input which provides for adequate access by the residents and does not give rise to instances of unproductive or disruptive conduct.

Section 2: Policy.

A. Informal Interaction. It is the policy of LOE that any resident shall have a reasonable opportunity to informally ask for information and provide input to a Board Member, to the Community Manager and to Security Officers (all being "Personnel") for community matters that are relevant to the position held by the Personnel. A reasonable opportunity does not include all times or just anytime. A Board Member is a volunteer and also a resident. A Board Member has the right to and may decide not to engage in any

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interaction at any time other than during formal meetings, although such rigid disconnection from other residents is not encouraged. The Community Manager and Security Officers are to be contacted during their normal business hours. During these interactions, it is incumbent on the resident and on the Personnel to communicate in a civilized and respectful manner including their choice of words, the tone of their voice, and the demeanor of their person so that the conversation is helpful to both the resident and the Personnel. The resident has the additional obligation to listen to questions and cooperate with the reasonable instructions of the Personnel. Except during conversations with a Security Officer, if either the resident or the Personnel find the other to be making expressions (as described above) that are less than civilized or respectful, they should advise the other of such and if not immediately corrected, terminate the interaction. Unless this interaction is at the resident's home, the resident may be required to leave the location of the interaction. In the event the interaction is with a Security Officer, the Officer may issue a citation to the resident or guest for the uncivilized or disrespectful interaction (failure to obey the reasonable directive of uniformed officers) and may be required to maintain contact with the resident or guest in the event law enforcement has been called to respond to the incident.

B. Formal Interaction. It is the policy of LOE that each resident have an opportunity to be heard at all regular and Annual meetings of the Board concerning any matters that are relevant and germane to the affairs of the community. Any member of the Board shall have the privilege of raising a point of order as to whether the subject matter to be presented by a resident is relevant and germane to the affairs of the community and to the subject at hand. The opportunity to be heard shall be at a time during the meeting during which residents are scheduled to be heard. Typically at a regular Board Meeting, this is at the beginning during Homeowner Forum and during an Annual Meeting, is at the end. Formal interactions shall follow the procedures below.

Section 3: Procedures.

A. Anyone desiring to address the Board at a regular Board meeting is required to present themselves to either the presiding officer of the Board or Community Manager no later than five (5) minutes before the scheduled start of the public meeting and sign the speaker's roster so that the presiding officer may recognize that one (1) or more members of the public wish to address the Board.

B. A resident shall have no more than three (3) minutes to address the Board unless a variance is granted. Speakers will be taken in the order in which they sign the speaker's roster. Once the presiding officer indicates the time period of three (3) minutes has ended, the member of the public shall promptly conclude their comments and refrain from speaking any further. Following the initial public comment period, the Board shall have the option, but not the

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obligation, to extend the time allocated for public comments and/or recognize public comments during discussion and deliberation of other business matters.

C. There shall be a maximum of three (3) participants allowed to present public comment on the same subject. Pursuant to Section 4 hereof, it is recommended that if more than one (1) member of the public from a particular group has requested to speak, the group should select one (1) representative of the group to present the group's view, allowing varying points of view to be presented.

D. Residents should address the entire Board, not an individual Board member. Discussions between speakers and the audience will not be allowed.

E. For clarification, any Board member may ask the speaker questions. The time used by a Board member to ask a question, or the response to the question, will not be counted against the resident speaker's time allotment.

F. The Board, at its option, may make a limited response to any inquiry from residents about a subject not included on the posted Agenda. Deliberation or decision making about the subject will not occur during the Homeowner Forum. Subject to the discretion of the Board, such matter may be placed on a future Agenda of a subsequent Board meeting.

G. Residents addressing the Board should be civil in their language and presentation. In the event of an interaction that does not meet the minimum standards for civilized and respectful exchanges, the resident may be required to suspend interaction with the Board. If a member of the Board feels that a resident is acting inappropriate, the presiding officer may rule the individual out of order and have the individual removed from the meeting. If there is indication that a Board Member or contractor is the source of a substandard interaction, the Board will address such Board Member or contractor conduct issues in executive session.

H. Members of the public wishing to display visual aids or distribute literature during the meeting shall contact the Community Manager prior to the meeting in order to facilitate the orderly presentation of such information or materials.

I. After the completion of the Homeowner Forum, Board Members may call on an individual to speak to a specific question or topic. Only that individual may speak at this time. Other residents are required to be respectfully silent so as not to interfere with the affairs of the community and the business of the Board.

Section 4: Non-Discrimination. It is the policy of the Board to act reasonably and not discriminate among residents on the basis of the particular views expressed, and it is the practice of the Board to apply and administer the policies and procedures in a nondiscriminatory manner.

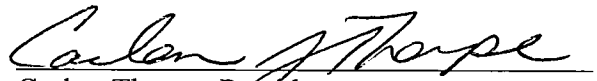
Section 5: Interpretation. This Standard for Resident Interactions is not intended to set forth fixed, general principles to be rigidly applied. Rather, these tenets are to be utilized solely as guidance and should be applied only after taking into account the specific facts and

circumstances of each particular instance where comments are offered to the Board. The Board may accept additional comments at variance with this Resolution in the event that the Board determines that good cause to accept additional comment has been shown. The Board reserves the right to waive a standard or these procedures when necessary to conduct Board meetings more efficiently and effectively. Nothing in this Resolution should be interpreted to affect or alter any Agenda established by the Board, nor shall any element of this Resolution be construed to extend a meeting that has closed by its own terms.

CERTIFICATION

I, the undersigned, being the President of the Lakes on Eldridge Community Association, Inc., hereby certify that the foregoing Resolution was adopted by at least a majority of the Lakes on Eldridge Community Association, Inc.'s Board of Directors.

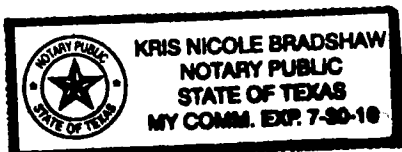
Approved and adopted by the Board of Directors on the 18 day of September 2015.

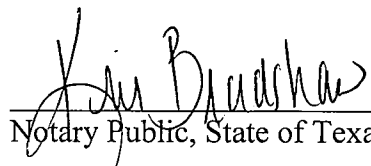

Carlon Thorpe, President
Lakes on Eldridge Community Association,
Inc.

STATE OF TEXAS §
 §
COUNTY OF HARRIS §

Before me, the undersigned authority, on this day personally appeared Carlon Thorpe, President of Lakes on Eldridge Community Association, Inc., a Texas corporation, known to me to be the person and officer whose name is subscribed to the foregoing instrument and acknowledged to me that he/she had executed the same as the act of said corporation for the purpose and consideration therein expressed, and in the capacity therein stated.

Given under my hand and seal of office this 18 day of September, 2015.




Notary Public, State of Texas

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Pages 5
02/22/2016 09:18 AM
e-Filed & e-Recorded in the
Official Public Records of
HARRIS COUNTY
STAN STANART
COUNTY CLERK
Fees \$28.00

RECORDERS MEMORANDUM

This instrument was received and recorded electronically and any blackouts, additions or changes were present at the time the instrument was filed and recorded.

Any provision herein which restricts the sale, rental, or use of the described real property because of color or race is invalid and unenforceable under federal law.

THE STATE OF TEXAS
COUNTY OF HARRIS

I hereby certify that this instrument was FILED in File Number Sequence on the date and at the time stamped hereon by me; and was duly RECORDED in the Official Public Records of Real Property of Harris County, Texas.



Stan Stanart

COUNTY CLERK
HARRIS COUNTY, TEXAS

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