

Abuse/Harassment of HOA Personnel Policy

CITATION DEFINITION, PROCEDURES & FINE

Purpose of this policy:

- To help ensure courteous and respectful behavior from residents and their guests to Security Personnel and other staff members hired by the Deercreek Owners Association. (Here forward to be referred to as “Deercreek HOA Staff”).
- To deter actions that would be considered vulgar, racist or used to incite violence or tumultuous conduct to Deercreek HOA staff.
- To provide an agreed-upon process for dealing with situations where confrontations do occur.

“Abuse/Harassment” defined:

The incidents covered by this policy include, but are not exclusively limited to:

- Verbal abuse, including yelling, using emotionally charged language/profanity, threats of physical violence, or actions that can cause emotional distress.
- Non-verbal gestures of a threatening, vulgar, or obscene nature.
- Use of vehicle noises (i.e., excessive revving of engine, honking of horn, etc.) directed at Deercreek HOA Staff.
- Actions in leaving the scene and/or taking steps to elude Deercreek HOA Staff in their efforts to enforce a violation or give a citation.

Procedure to be followed:

- Any Deercreek HOA Staff member who is subject to any of the above behaviors shall notify Deercreek’s Security personnel whereby a full written report detailing the incident, including the date/time/parties involved, the specific behaviors that were exhibited / reported, and the specific words that were used. The Deercreek HOA Staff member will provide as much detail as possible in the report.
- This written report will be forwarded to DCCOA’s Management Company.
- The DCCOA Management Company will send a letter to the party (or parties) involved, and will communicate immediately to the Deercreek Board President and in the absence of, officers including: Deercreek Board Vice-President, the Access Committee Board Liaison, and the Covenants Enforcement Board Liaison.
 - This letter will detail the date, time and specific conduct observed which initiated this citation.
 - The letter will reinforce that such behaviors are against the DCCOA Policy and Procedures for Abuse / Harassment of HOA Personnel.
 - The letter will state that future actions of the sort described will not be tolerated.
 - The letter will outline that the fine for this citation is as follows:
 - First incident = written warning (via the letter).
 - Second incident = \$250.

- Third incident, within a One Year Period = \$250 and suspension of bar code for a minimum of a one month period. Resident will be required to appear before the Access Control Committee before the bar code will be re-activated.
- Fourth incident, within a One Year Period = \$500 and suspension of bar code for a minimum of a 3 month period. Must appear before the Access Control Committee before the bar code will be re-activated.
- Five or more incidents, within a One Year Period= \$1,000 and suspension of bar code for minimum of a 6 month period. Resident will be required to appear before the Access Control Committee before the bar code will be re-activated. In addition, suspension of all driving privileges within the community may be revoked.
- Resident will be informed that they have the right to appeal the citation, whereby they may appear before the Covenants Enforcement Committee and follow the standing citation appeals process.
 - Covenants Enforcement Committee, in the process of an appeal, reserves the right to call upon the Deercreek HOA Staff member involved in the incident to appear before the committee and to provide testimony of the event and facts of the incident. (The Homeowner's Association will reimburse to their company any time paid to the Deercreek HOA Staff member, for time paid over and beyond their normal scheduled work for the association, to appear as necessary). Failure of the Deercreek HOA Staff member to appear, as specified, will result in the automatic dismissal of the citation. The Covenants Enforcement Chair does reserve the right to call for a special meeting to accommodate the Deercreek HOA Staff member's schedule based on the normal quorum required for such a meeting.
 - If the person causing the citation to be issued is found to be a visitor or a vendor of a resident, the DCCOA Management Company's letter will be forwarded to the Deercreek resident found to be responsible for this party – while the fee structure will not apply, a letter will be sent to the resident detailing the incident, and the resident will be warned that the Deercreek Owners Association reserves the right to bar repeat offenders from driving within our community.