

DEERCREEK COUNTRY CLUB OWNERS ASSOCIATION, INC.
RULES AND REGULATIONS

September 27, 2018

As property owners in Deercreek Country Club Owners Association:

- *You made a major investment;*
- *You bought in a well-planned community;*
- *You expected your investment to maintain its value, even to increase in value; and,*
- *You agreed to accept and abide by all declarations, by-laws, and rules and regulations that govern Deercreek residency and home ownership.*

The Rules and Regulations set forth in the following paragraphs apply within all areas of the Deercreek Country Club community coming under the jurisdiction of the Deercreek Country Club Owners Association. Wherever the term "Association" is used in these Rules and Regulations, it means the Deercreek Country Club Owners Association, Inc., a Florida nonprofit corporation (informally referred to as the "Association"). The acronym "ARB" stands for the Architectural Review Board of the Association. The word "rules" is used herein to mean these Rules and Regulations.

These Rules and Regulations are intended to replace all previous versions of the same and have been adopted by the Board of Directors of the Deercreek Country Club Owners Association, Inc. These Rules and Regulations are derived from existing declarations and by-laws, accepted by each property owner, and evidenced by signed and recorded documents in the public records of Duval County. To the extent that any of these Rules and Regulations contradict any provisions of the applicable recorded document, the provisions of the recorded document shall prevail.

The Association intends to enforce these Rules and Regulations by whatever means available, including legal actions. The recorded documents provide for the levying of fines which can become a lien on the non-complying homeowner's property as well as a provision requiring the non-complying homeowner to pay the Association's attorney fees incurred in the collection of amounts owed the Association. Renters are guests of the property owner and are subject to these Rules and Regulations as well. The property owner/Member will be ultimately liable for advising the renter of the Rules and Regulations and for any violations thereof incurred by the renter.

Community Access

These community access guidelines are provided to Deercreek residents to provide a better understanding of community regulations relating to privacy and safety. Community restrictions should be considered community protection. The cooperation, comments and suggestions from Members to improve our community experience is welcome and requested.

Deercreek is a controlled access community. Access is restricted in order to preserve the private nature of the community, limit traffic and provide maximum safety. The Deercreek Country Club Owners Association employs some gate house staff and roving Security Officers/surveillance personnel to enforce the Homeowners Association regulations, but they cannot be considered police or sworn enforcement officers. In addition, members of the Jacksonville Sheriff's Office periodically patrol the community. In case of an emergency requiring outside help, dial 911; otherwise call the security gate house at 363-2147 for assistance.

Access to the community is regulated by a bar code entry system issued to Members, approved house renters and club members and are issued at the security gate house. Members or guests without bar codes must enter through the left lane. Security Officers at the gate must call a Board member should a controversy with a resident or guest arise.

Visitors

Security Officers are not permitted to grant entry to visitors unless prior authorization is given. When visitors (guests, including golf and tennis guests, taxis, vendors, etc.) are expected, the gate house must be informed in advance; otherwise the Security Officer will call for authorization before permitting access. Residents must identify themselves to the Security Officer by their name and pin number to allow guest access. All residents are encouraged to use the Dwelling Live Connections system available at www.deercreekcc.com to sign-in visitors and to maintain their access list. A one-day pass is issued to the visitor by Security Officers only if authorization is received. If guests are to remain over an extended time period, the Member/resident should contact the gate house for an extended pass.

A letter of restrictions that pertains to all vendors and contractors entering into Deercreek will be given to vendors and contractors as they enter the gate.

A Member expecting five (5) or more cars on any one occasion must submit a written list of guest names to Deercreek Security in advance of the event. A form may be found on the Deercreek website for this purpose.

Access Denial List

An access denial list is maintained at the gate house. To have a name entered on this list, the Member desiring access denial shall register the restricted name in person at the gate.

Any Member barcode pass that has been deactivated shall be permitted entrance into the community only through the gate check-in/visitor lane.

BARCODE FEES

Resident Barcodes

The DCCOA has instituted the following resident barcode fees:

Issuance of a new barcode:	\$20.00
Issuance of a replacement barcode:	\$10.00
Issuance of a handheld barcode:	\$40.00 (Use restricted, penalty for misuse *)
Replacement of a handheld barcode:	\$20.00 (Renewable every six months)

***Handheld barcodes:** Any handheld barcodes that are loaned to unauthorized persons will be canceled for seven days and the original holder will be charged \$100 to reinstate the barcode.

Vendor Barcodes

The DCCOA has instituted the following vendor barcode fees for access during normal Deercreek vendor hours:

Six Month Barcodes:

First vehicle: \$12.00
Each additional vehicle: \$12.00

One Year Barcodes:

First vehicle: \$24.00
Each additional vehicle: \$12.00

Protection of Property

Deercreek Security Officers are greatly aided in fulfilling their task of crime prevention when houses, cars, bicycles and garages are properly secured. In order to limit/eliminate petty theft, if not professional thievery, please:

- Secure all doors and windows when leaving your home unattended;
- Lock all parked cars;
- Keep garage doors closed
- Lock doors into the house when no one is in the immediate area.

Entrance Gate Repairs

A Member or house renter who breaks the gate barrier upon entering or exiting the community shall be responsible for the repair or replacement cost of the gate barrier.

Suspicious or Undesirable Activity

Immediately call Security at the gate house at 904.363.2147 to report any suspicious or undesirable activity, e.g., a suspicious person/vehicle, vandalism, or excessive noise or failure on the part of the Security Officers to perform in a proper manner. Call 911 in the case of any emergency.

Vendor-Free Holidays

Except in cases of emergencies, Memorial Day, July 4, Labor Day, Thanksgiving Day, Christmas Day and New Year's Day are designated vendor-free and no commercial vehicles may access Deercreek.

Weekday and Saturday Work Hours and Sunday Access/Vendor Free Holiday Restrictions

Contractors shall have access to Deercreek only as follows:

Between the Work Hours of 7:00 AM to 7:00 PM Monday through Friday

Between the Work Hours of 8:00 AM to 5:00 PM on Saturdays

No contractors shall have access to Deercreek on Sundays, Vendor-Free Holidays, or after Work Hours. Emergency service calls, flower/gift deliveries, and dinner deliveries are excluded from Sunday, Vendor-Free Holiday and After-Hours access restrictions.

Deliveries

Delivery of personal purchases or gifts by United Parcel Service (UPS), Federal Express (FedEx), Amazon, and retailer delivery of personal purchases are allowed as follows:

January 1 through November 16:

Monday through Saturday 7:00 AM – 9:00 PM

Sunday 7:00 AM – 7:00 PM

November 17 – December 31

Monday through Saturday 7:00 AM – 10:00 PM

Sunday 7:00 AM – 9:00 PM

Garbage and Refuse

All garbage, trash and recycle items must be kept in clean containers stored in a service court or other enclosure approved by the ARB if not stored in the garage. Collection of yard waste, trash and recycle items will be managed by the City of Jacksonville in accordance with the City's posted schedules and requirements.

Yard waste shall not be placed at the end of the driveway for collection prior to 2:00 PM the day before yard waste is scheduled for collection; and trash & recycle containers shall not be placed at the end of the driveway prior to 6:00 PM the day before scheduled collection.

Trash/Recycle can containers shall be removed from the curb and properly stored by 8:00 AM the next day. Yard trash containers/debris shall be removed from the curb and properly stored by 11:00 PM on the day of collection.

The citation penalty for violation of this Rule shall be \$25.

Landscape clippings should be bagged where feasible and be stacked along with bundled or tied landscape trimmings at curb for collection. Where possible, lawn contractors should be requested to remove landscape debris following completion of yard service. Dumping of landscape debris within the Deercreek Country Club Community, including all lakes and swamps, is strictly prohibited.

Equipment Storage

All lawn, maintenance, construction and home maintenance equipment must be stored out of view from the street, the golf course or neighboring lots. This equipment includes, but is not limited to, lawnmowers, lawn tractors, lawn edgers, fertilizer spreaders, ladders, tree trimmers, shovels, rakes and wheelbarrows. Any of this equipment not properly stored will be considered to be in violation of this policy and will be subject to a fine of \$25 fine per violation. Residents will be sent a letter indicating they are in violation of this policy and will have seven calendar days to conceal the equipment.

Garage Parking

Garages are expected to be used for the housing of vehicles in order to minimize the number of vehicles parked on the driveway. Accordingly, the Board has adopted the requirement that Members, or their tenants, must garage park: not less than 1-vehicle if the house has a 2-car garage; not less than 2-vehicles if the house has a 3-car garage; and, not less than 3-vehicles if the house has a 4-car garage. Golf carts shall be considered a vehicle for purposes herein. Parking of vehicles on a grassed area is prohibited. Daytime street parking is permitted provided such parking does not block the flow of traffic.

Overnight street parking (a car parked on the street after 2:00 AM) is prohibited.

Parking violations will be subject to a \$25.00 fine per occurrence.

Unlicensed Vehicles

Unlicensed motorized vehicles are prohibited on Deercreek streets and common property. The fine for operating such a vehicle will be \$25 for the first offense, \$50 for the second, \$75 for the third and \$100 for each offense thereafter. Golf carts are exempt from this policy provided the golf cart is owned, operated, and insured in compliance with Florida State Statutes.

Commercial Vehicles

Vehicles configured for commercial use, such as pipe racks on the back or top of the truck, or showing any kind of commercial signage or lettering on the vehicle except an auto dealer's insignia on the back of the vehicle, must be parked in a garage from 2:00 AM to 6:00 AM in accordance with DCCOA Parking rules and regulations.

Boats and Trailers

Boats and trailers may not be stored on driveways or lawns within the Deercreek Country Club community. Travel on the roads of the community is permitted solely to and from a garage. Security Officers will cite the owner of any boat or trailer left in a driveway overnight for two or more consecutive nights. The citation will be \$50 a night excluding the first night.

Motorcycles, Mopeds, Scooters, Motorized Skateboards, Etc.

Vehicles of this kind that are licensed to travel on public highways are permitted on the roads within the Deercreek Country Club community. When not in use, such vehicles owned by a resident or guest must be housed in a garage. Safety precautions prescribed by the laws of Florida are applicable while the vehicle is within the Deercreek community. Any use or operation of such vehicle, which is considered to be a nuisance or an endangerment to the driver or to the public, may result in revocation of the right to use the vehicle within the Deercreek community. Motorized skateboards are permitted on Deercreek streets only for licensed drivers and only if the vehicle is fully equipped with the safety features required of motorcycles on Jacksonville streets. Motorized scooters are prohibited on Deercreek common property and streets. The first offense will result in a warning; the second offense, a fine of \$25.00, doubling thereafter to a maximum of \$100 for each offense.

Golf Carts

Golf carts may be used on all roads, cart paths and other areas designated for golf cart travel. Travel on Country Club property is subject to Country Club regulations. Travel on all other property is subject to Association regulations. Golf carts are to be operated only by a person sixteen (16) years of age or older who has a driver's license. Night driving is permitted only if the cart is equipped with proper lights.

Special Vehicles

Motor homes, recreational vehicles, trucks, buses, travel trailers and the like are restricted to travel within the Deercreek Country Club community for purposes of loading and unloading only. While in the community, the vehicle should be parked on a driveway completely off the road. Long-term parking of these vehicles on a driveway is prohibited.

Off-Road Vehicles

Trail bikes, and three- or four-wheel off-road vehicles, except golf carts, are prohibited within the Deercreek Country Club community.

Water Vehicles

Lake, wetlands and other waterways are for use solely by residents and their guests. Use by any other person or organization must be authorized by the Association. Boats on these waterways must be propelled by hand or by an electric motor. Other types of boats may be employed from time to time for repair or maintenance activities, but only upon authorization of the Association.

Vehicle Repair

Mechanical repairs to an automobile, truck, boat, golf cart or other vehicle shall be permitted only within a garage.

Animals

All pets must be kept under the direct control of their owners so as not to be a nuisance to other persons. Animals may be kept solely as pets and not for purposes of breeding or other commercial or business purposes. When a pet is taken beyond the owner's property, it must be secured by a leash. Owners are responsible for cleaning up the pet droppings. If, in the opinion of the Association, any pet shall be deemed a nuisance to other residents, destructive of property or dangerous to persons or animals, such pet may be barred from the Deercreek Country Club community.

General Signs

Signs on residential property other than DCCOA-approved For Sale and yard spray warnings signs are prohibited in the Deercreek community. Prohibited signs include, but are not limited to: commercial, organizational, political signs, non-DCCOA approved For Sale signs, home business signs, event signs, or the placement of any meeting announcement sign (excluding DCCOA signage) on common property. The Security Officer will remove all signs on common property and first warn residents with unapproved signs on residential property that in the event the unapproved sign is not removed within 24 hours following the warning, the Member account in violation of this Rule will be fined \$100 per day up to a total of \$1,000. Deercreek is a family community, and an occasional display of tasteful and temporary (24 hours or less) signs will be permitted for Welcome Home, Happy Birthday, or similar family events.

Realtor Signs

Realtors may place directional signs to open houses on common property on the day of the open house provided the realtor removes the signs within one hour following the open house event. Deercreek Security Officers will remove and discard open house directional signs if not properly removed by the realtor as required herein.

Basketball

Playing basketball within 50 feet of a neighbor's house after 9 PM on weeknights and after 10 PM on weekends is prohibited.

Construction/Home Improvement Debris

During construction, the property owner and his/her general contractor shall be responsible for ensuring that the construction site is maintained in a neat and orderly condition at all times. Roads, sidewalks, cart paths, and waterways shall not be blocked except temporarily during daylight hours and with prior notification and approval of DCCOA Security. Trash, paper, wrappings and other materials that are subject to being scattered or blown away by the wind shall be kept in containers with covers.

Fishing

Fishing is permitted in the waterways from banks of the waterways. It is to be noted that these waterways may be contaminated or polluted in specific locations from time to time, and the fish may be unfit for human consumption. While the Association uses its best efforts to maintain the waterways in healthy condition, it does not guarantee that healthy conditions exist at all times in all places. Fishing shall not be permitted in areas that interfere with the playing of golf of adjacent land. Trespassing on the property of a resident or crossing limited access areas of the Association in order to reach waterways is prohibited.

Lake Banks

Owners of property that borders on a waterway are responsible for the maintenance and upkeep of the bank consistent with common standards and practices in the area.

Common Property

The placement of temporary or permanent items on Common Property is prohibited without approval (Unapproved Item) from the Board of Directors, except those items specifically allowed under the Covenants and Rules and Regulations, and/or items previously approved/acknowledged by the Board. Any such Unapproved Item may be removed from Common Property at the Board's discretion, without notice, and the person or entity known to have placed the Unapproved Item on Common Property will be charged with all removal and disposal expenses.

Outbuildings

No outbuilding, playhouse, doghouse, deck, platform, tennis court, swimming pool, dock or other structure separate from the residence shall be permitted without prior written approval of the ARB.

Garages Doors

All garages must have electrically opened door systems that are in operating condition. Garage doors and golf cart storage doors should be kept closed when not in use.

POD Parking

APOD unit can be placed outside a resident's home for three days (72 hours). After that time, the unit and resident will be cited according to approved practices.

Air Conditioning Units

Window or Wall Air conditioning units are not permitted. Compressors and other exterior air conditioning components must be screened from public view and insulated to minimize noise, by appropriate shrubbery, fences, or other means approved by the ARB.

Plaques

No plaques may be inserted in the ground next to or near an honor tree except those plaques which were placed prior to May 31, 2008.

Operating Assessments/Other Payments to Association

Per the Florida Statute 720.3085(3) Payment for Assessments; Lien Claims, all payments received and accepted by the Association shall be applied as follows:

- First: Toward accrued interest
- Second: Toward late fees
- Third: Toward reasonable attorney's fees and collection costs
- Fourth: Toward any outstanding fines charged to Member's account
- Fifth: Toward assessments

Past-Due Financial Accounts

Quarterly Operating Assessments are due on the first day of the first month of each current calendar quarter. An Operating Assessment payment is past due if not received by the Community Association Manager prior to the last day of the first month of the current calendar quarter (Example: A Late fee, plus an Interest charge, will be assessed a Member's account in the event the 1st Calendar Quarter payment, which is due January 1, is not received by January 31.)

Member accounts that are thirty (30) days past due in Operating Assessment payments shall accrue interest at 18% per annum from the due date of an unpaid Operating Assessment until the Member's Operating Assessment account balance is fully paid.

A \$25 Late Fee, plus annual interest accruing at the rate referenced above shall be assessed on each past due Operating Assessment.

The DCCOA will begin lien and foreclosure procedures on a Member's property when the Member's Quarterly Assessment is past due more than ninety (90) days, or if the Member has an account balance in excess of \$1,000 that is more than ninety (90) days past due. All costs and expenses incurred by the DCCOA in the collection of outstanding payments due the Association, including legal and court costs, shall be added to the Member's account and be paid by Member.

All gate access barcode(s) of a Member, and/or property renter, shall be deactivated upon a Member's account balance being more than ninety (90) days past due. Prior to a gate access barcode being suspended, the Member shall receive a notice from the Community Association Manager advising the Member that his/her account balance is more than ninety (90) days past due and the balance is to be paid in full by the date referenced in the written notice to maintain gate access barcode privileges. Following deactivation, the gate access barcode(s) shall only be reactivated upon the Member's account balance being paid in full.

Traffic Citations

The speed limit within the Deercreek Community (which includes the roadway between the gate house and Southside Boulevard) is 30 MPH and will be enforced by the Deercreek Security Staff and the Jacksonville Sheriff's Office utilizing radar and issuing traffic citations where appropriate. Speed limit violations by Members will be cited and fined. Guests and visitors violating the speed limit will be noticed that their right to drive within the community may be revoked in the event they violate the speed limit again on a future occasion.

The DCCOA Security Officers are also authorized to monitor traffic and issue citations for reckless driving, failure to observe stop signs and overnight parking on Deercreek streets. Residents may appeal all traffic violations to the Covenants and Enforcement Committee at their regular monthly meetings; please refer to the Deercreek Website for date and time of all Covenant Enforcement Committee meetings.

Prior notification to the Chairman of the Covenant Enforcement Committee is requested. Your cooperation and participation are key to ensuring the safety and peace of mind of every family in the Deercreek community.

The DCCOA Board has approved the following moving vehicle citation fines:

Posted Limit is 30 mph	
6-10 mph over	\$100
11-15 mph over	\$175
16-20 mph over	\$200
21+ mph over	\$225
Running stop sign	\$100
Reckless driving	\$200

After hours Sunday or Vendor-Free Holiday Work Violations Process and Fine

If a complaint about After Hours, Sunday or Holiday work is received at the gate house, a Security Officer will be dispatched to make a visual inspection and confirm if an infraction is taking place. An incident report will be completed detailing what was observed whether or not it was a violation.

The gate Security Officer will phone the resident, advise them of the infraction and ask that all work cease. If the resident does not answer, the gate Security Officer will leave a message stating same. The Security Officer will make another visual observation after one (1) hour to determine whether the work in question has ceased.

The Security Officer will complete an incident report detailing the above steps; Security will forward copies of the incident report to the Community Association Manager who will review the report and send a letter to the resident.

The letter will outline the incident and the nature of the violation and stress the importance of complying with the Rules going forward and will follow the progressive fee structure outlined below:

First violation in the calendar year	Written warning
Subsequent violations	\$100 per incident
Repeat violators	\$500 per occurrence of each incident

Repeat violators are defined as a resident who answer the call from the gate Security Officer but does not cease work, and/or incidents of very loud or large-scale projects that continue during non-work hours. The DCCOA Board is authorized to fine a resident found violating this Rule.

A Security Officer may visually observe a violation; the same process above will be followed.

Architectural Review Board Violation Process and Fine

Architectural Review Board reviews applications for specified work or improvements to Member's properties. (Refer to the Deercreek Owners Association Website for Architectural Review Board required submittals and applications). Members who are found to be performing projects that are subject to ARB approval but for which ARB approval has not been sought or granted will be subject to

the following violation policy and fines:

Projects being undertaken by Members that are subject to ARB approval, but for which ARB approval has not been sought or granted, are subject to being fined. A work project is defined as having been commenced once visible materials and/or laborers are on-site.

The Community Association Manager will gather documentation on the incident and determine what work is being performed, including any specific contractors doing the work, determine whether an application for approval was never filed or if it was denied, and validate the owner's names on file at the address where the work is being performed.

The Community Association Manager will contact the Member by telephone and certified mail and, when feasible, will also leave a door notice, describing the violation, and advising the Member to contact the Community Association Manager for discussion. The Member will also be informed to cease all work activities, and if an ARB application has not been filed, to do so within 14 days. In the event an ARB application has been denied, the Member will be informed that the project has not been approved and advise them of their right to appeal.

Unapproved ARB Project Fines

For work violations for projects that have not been approved by the ARB, the following shall apply:

- \$250 initial fine
- \$750 additional fine if the Member fails to file the applicable ARB application within 14 days following receipt of a Notice of Violation

Property improvements made without approval may also be required to be returned to their original condition, unless approval is granted after-the-fact. Members seeking after-the-fact approval shall submit a completed Application Form, along with all supporting documentation, the proper Application Fee and the fine as described above. The Application Fee and the fine will not be returned. The required deposit will be returned subject to approval of the Application and a subsequent inspection confirming the improvement has been constructed in accordance with ARB approval.

Covenant Violations Process

All reported violations shall be kept on file by the Community Management Company for use by the appropriate committees and the Board of Directors of the Deercreek Country Club Owners Association.

Reports may be made by writing to:
Rules and Compliance Committee
Marsh Landing Management Company
4200 Marsh Landing Boulevard, Suite 200
Jacksonville Beach, FL 32250

A written violation report will be prepared for the files.

The site of the violation will promptly be visited by the Community Association Manager to verify the allegations of the reported violation.

The violator will be notified in person or by telephone of the violation and politely be asked to abide by the rules.

A letter will be written to the violator calling attention to the violation and to the rule being violated and requesting immediate cessation of the violation.

If the violation has continued for an unreasonable length of time without relief, the history of the violation will be turned over to the chairman of the Covenants Enforcement Committee for further action.

If the Covenants Enforcement Committee can find no other way to solve the problem, it shall bring the matter to the Board of Directors with a recommendation for further action, which may include litigation to enforce the Rules and Regulations and/or the covenants.

The first notice of a violation will be sent by conventional mail. All subsequent correspondence in connection with the related violation will include a \$7.50 administrative fee. All violations must be corrected within 30 days, except for landscaping violations related to the mowing or cutting of grass which shall be required to be corrected within 14 days unless waived by the Board.

Covenant Violation Fines and Appeal

A fine of up to \$100 per day until the violation is corrected to a maximum of \$1000 may be levied by the Board against any Member (or any Member's tenant, guest, or invitee) for failure to comply with any provision of the Declaration, the Association By-Laws, or Rules and Regulations of the DCCOA. In the event the Association finds it necessary to engage legal counsel to recover a fine, such legal cost shall be at the Member's expense and assessed to Member's account.

A fine may not be imposed by the Board prior to the Member being provided not less than 14 days' prior written notice (such notice to be delivered by first-class mail or by hand delivery to the Member, or if applicable, any tenant or invitee of Member) an opportunity for a hearing before the Covenant Enforcement Committee.

The Covenant Enforcement Committee shall be comprised of at least 3 Members appointed by the Board who are (i) not officers, directors, or employees of the Association; or, (ii) the spouse, parent, child, brother, or sister of an officer, director, or employee of the Association. If the Covenant Enforcement Committee, by majority vote, rejects a fine against a Member that was approved by the Board, then the fine shall not be assessed. If the Covenant Enforcement Committee, by majority vote, affirms the fine approved by the Board, then the fine stands and the Member's account shall be charged. The role of the Covenant Enforcement Committee is to determine whether to confirm or reject a fine approved by the Board to be assessed against a Member.

Deercreek Security Policy on Entering Private Residences

Security Officers will not enter residences – including garages – without an adult resident (18 years of age or older) being present.

If a Security Officer encounters an open door or window while on a house check (or in response to a neighbor's call, etc.), the following will take place:

- Security Officer will knock at the front door and see if anyone is home at the residence

- Security Officer will have the gate Security Officer call the residence to see if anyone answers the phone
- Gate Security Officer will review the House Check Form (if applicable) to see if any other relevant emergency telephone numbers are listed and will attempt to contact the resident via those numbers

If resident requests the Security Officer to enter the residence and conduct a walk-through of their home, the following will apply:

- The Security Officer will only enter the residence and conduct a walk-through if the resident is also physically present and accompanies them
- If the resident is not physically present and desires a walk-through, the Security Officer will notify the resident that JSO will need to conduct the walk-through
- The Security Officer will observe the residence until JSO arrives
- The Security Officer will consult with the JSO officer upon completion of the JSO walk-through
- The Security Officer and JSO will attempt to secure the premises before leaving
- The Security Officer will telephone the resident and advise of status after the walk-through is complete

Abuse/Harassment of HOA Personnel Policy

The policy herein is to ensure courteous and respectful behavior on the part of residents and their guests towards Deercreek security personnel and other staff personnel (Deercreek Staff). It is intended to deter actions that would be considered vulgar, racist or used to incite violence or tumultuous conduct.

Abuse/Harassment Definition

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 Staff
- Leaving the scene and/or taking steps to elude Deercreek Staff in their efforts to enforce a violation or give a citation

Abuse/Harassment Procedure and Fine

Any Deercreek Staff member subjected to any of the above behaviors shall notify Deercreek 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 Staff member will provide as much detail as possible in the report.

This written report will be forwarded to the Community Association Manager who will send a letter to the letter to the party (or parties) involved, and will communicate immediately with DCCOA Board President, or in the absence thereof, other Board members including the 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 and will reinforce that such behaviors are against the DCCOA Policy and Procedures for Abuse / Harassment

of Deercreek Staff. It will also state that future actions of the sort described will not be tolerated.

The fine for this citation will be outlined in the letter:

First incident: \$100 fine and written warning of additional penalties if the event occurs again.

Second incident: \$250 fine and suspension of bar code privileges for up to a three (3) month period.

Third incident: \$750 and suspension of bar code privileges for up to a one (1) year period.

Members who have their bar code privileges suspended due to an Abuse/Harassment event will be required to appear before the Access Control Committee before their bar code pass is reactivated.

Fine assessments and bar code suspensions are subject to Board approval and a Member will be provided a 14 day notice to appeal an Abuse/Harassment fine before the Covenants Enforcement Committee.

The Covenants Enforcement Committee shall reserve the right to call upon the Deercreek Staff member involved in the incident to appear before the Committee and to provide testimony of the event and facts of the incident. (The Association will reimburse a Deercreek Staff Member Company for time paid over scheduled Association work hours). Failure of the Deercreek Staff member to appear as specified will result in the automatic rejection of the fine. The Covenants Enforcement Chair reserves the right to call for a special meeting to accommodate the Deercreek Staff member's schedule based on the normal quorum required for such a meeting.

If the person assessed the fine is found to be a visitor or a vendor of a resident, the Community Association Manager's "First Letter" will be forwarded to the Deercreek resident who authorized the visitor to enter the community. In the event of a "Second Offense" by the same visitor, the visitor shall have the option of either paying the \$250.00 fine assessment or thereafter being prohibited from entering the community.