

Policy Resolution – RVRMA Staff Treatment

Within the The Ranch House Swim and Tennis Club Policies revision of October 29, 2002, the previous policies read:

- 7. Members and their guests may not abuse any of the Ranch House’s employees, verbally or otherwise. All service employees of the Ranch House are under the supervision of the General manager and no member or guest shall reprimand or discipline any employee, nor shall a member request an employee to leave the Ranch House facilities for any purpose whatsoever. Any employee not rendering courteous and prompt service should be reported to the General Manager immediately.
- 8. Management reserves the right to remove involved parties from the facility who are engaging in behaviors that are destructive to property, against policies set forth for use of the Ranch House, unsafe to fellow members or in other ways disruptive to staff, members, and/or the intended nature of the facility, In such instances where inappropriate behavior continues, Member or guests will have their Ranch House privileges suspended for period of time to be determined by the RVRMA Executive Board.

Proposed:

Whereas, the Executive Board of the River Valley Ranch Master Association, here and after referred to as RVRMA, is empowered to adopt Master Rules and Regulations of the Homeowner Association pursuant to Article 9.9 of the Master Declaration of Protected Covenants for River Valley Ranch.

Whereas, there is a need to amend the previous rule on the treatment of Ranch House staff by Members and there guests, previously submitted in the The Ranch House Swim and Tennis Club Policies revision of October 29, 2002.

Whereas, it is the intent that this rule shall be applicable to all owners, tenants, guests, invitees, or any others who utilize the common areas and this resolutions shall remain in effect until otherwise rescinded, modified, or amended by a majority of the Executive Board.

Now, therefore be it resolved that the following rules on the treatment of staff are hereby adopted by the Executive Board:

Revised General Ranch House Policies # 7 and #8 shall read:

Owners and their guests may not abuse any of the River Valley Ranch Master Association employees, verbally or otherwise. All service employees of the RVRMA are under the supervision of the Executive Director and no owners, tenants, guests, invitees, or any others who utilize the common area facilities shall reprimand or discipline any employee. Any employee not rendering courteous and prompt service should be reported to the Executive Director immediately.

Management reserves the right to remove involved parties from common area facilities who are engaging in behaviors that are destructive to property, against policies set forth for common area use by the RVRMA, unsafe to fellow owners, guests or invitees, and/or in other ways disruptive to staff, owners, guests or invitees. In such instances where inappropriate behavior continues, Owner or guests may have their common area privileges suspended for period of time to be determined by the RVRMA Executive Board.