

Pleasant Forest Camping Club

Compliance Policies and Procedures

Compliance Committee Manual

Compliance Committee Policies

Appointing and Overseeing

The Board of Directors shall appoint, remove or replace the members of the committee. They will be empowered with limited power and authority as it is deemed in the best interest of the Club. All members of this committee shall serve at the discretion of the Board of Directors.

The Compliance Committee shall be in place at all times. This Committee shall consist of 3, 5 or 7 members in good standing and be made up of volunteers. One member will be a Board representative (Liaison). In the event of a shortage of volunteers the Board may recruit the needed number of people to fill vacancies.

The Compliance Committee elects a chairperson from among the members. Chair elections will be held if the current Chair resigns, is removed from office by the Board, or is unable to continue serving.

If at any time the Compliance Committee fails for any reason to perform its responsibilities as laid out in this document, the PFCC Board of Directors shall have complete authority to serve as a temporary Compliance Committee.

Board Liaisons:

The Board of Directors shall appoint one (1) director to serve as the Board's liaison.

Responsibilities of Committee to their Board Liaison:

The committee will provide their liaison with a copy of all correspondence received by the committee and sent from the committee. This information shall be provided to the Board Liaison for presentation at each regularly scheduled Board Meeting.

Responsibilities of the Board Liaison to the Committee:

The Board Liaison shall be the primary board contact for the committee. The Board Liaison shall be available to review and discuss issues with committee members. The Board Liaison shall bring committee concerns to the Board and Board concerns to the committee.

The Board Liaison shall ensure the committee follows the policies and procedures defined by the Bylaws, R&Rs, Articles of Incorporation and the Board Policy Manual. This shall include reviewing correspondence to and from the committee, evaluating the performance of the committee, and assisting the Board in ensuring the committee serves the Pleasant Forest Camping Club as the Board intends.

Voting Rights:

The Board Liaison shall be an alternate member of the committee. Board Liaison shall function as a full member of the committee at regular committee meetings where at least one (1) committee member is absent or one committee position is currently unfilled.

Responsibilities

Approving all campsite improvements such as: carports or shelters; decks; fences and privacy screens; holding tank systems; hot tubs; porches and structures; electrical power, and other utilities.

Assessing members' compliance to the Bylaws, Rules and Regulations.

Approve all memberships before they can be listed for sale.

Process

The Chair shall conduct meetings of the Compliance Committee in an orderly fashion and shall work with the committee secretary or Office Manager, to develop an agenda for monthly meetings. A quorum of three (3) Compliance Committee members (which may include alternates) must be present for the Compliance Committee to conduct business. The Compliance Committee members shall determine the frequency of the meetings.

All Compliance Committee referrals (i.e. complaints and assessments), whether submitted by a member, a ranger, an employee, committee liaison, or committee member, shall be submitted to the Office Manager. A history file shall be kept for each referral. In addition, the Office Manager shall keep a spreadsheet (database) detailing all open referrals and their status. The Chair will request a current copy of the spreadsheet for each regular meeting.

Before any action can be taken on any infraction the corresponding referral must first be reviewed and approved by a majority of the Compliance Committee members in attendance at a regular scheduled Compliance Committee meeting. At least two (2) votes must be cast in favor of an action for it to be approved. Under no circumstances shall an action be approved by a single affirmative vote.

Once the matter has been referred to the Compliance Committee for action, the committee shall follow the procedure that best suits the situation: Regular Assessment Checks; Campsite Improvement Requests or Approvals of Membership Sales (see Compliance Committee Procedures in this document). If the CC determines compliance has occurred, it shall instruct the Office Manager to stop fines, if any, immediately.

Only the Compliance Committee Secretary, Office Manager or PFCC Board Secretary are authorized to send letters and Notices to PFCC members relative to Compliance Committee issues. All letters, (except those sent by the PFCC Attorneys), and Notices shall include the member(s) name, membership location, detailed information regarding violation, the name of either the Office Manager, committee secretary or committee chair and contact information for return correspondence.

The actions of the Compliance Committee must be above reproach. As such the PFCC Board of Directors prohibits a Compliance Committee member from voting on issues where he or she may have a conflict of interest as defined by the PFCC Board of Directors from time to time.

Receipt of Referral

All referrals shall be submitted to the Office Manager. This does not preclude a member or a compliance member from submitting a referral directly to the Compliance Committee. It simply requires that the CC then submit the referral to the Office Manager.

The Office Manager shall enter the referral on the Compliance Committee's log of referrals. The Office Manager shall maintain a referral history file and shall place the referral on the agenda for the next scheduled Compliance Committee meeting.

History files for "open" referrals shall be stored together in the PFCC office and shall be available for inspection by the Office Manager, CC members and members of the PFCC Board of Directors. History files for "closed" referrals shall be filed with in the respective lot file and become part of the lot's permanent history.

Referral Review and Disposition

All referrals shall be reviewed at a scheduled Compliance Committee meeting with a quorum present (no proxies are allowed). The CC shall review the referral and if necessary, complete a field check and review the related lot file documentation to evaluate the validity of the referral.

The CC shall determine via majority vote the disposition of the referral. The disposition shall be logged onto the Compliance Committee's spreadsheet and recorded on the referral's history file. The possible dispositions are:

1. Dismiss the Referral:
 - a. For non-CC referrals (primarily member complains about conditions created by other members) the CC may judge the referral to be minor and dismiss the referral. The CC Chair will notify the referring party, in writing, of the decision.
 - b. For Grandfathered issues, referrals submitted for issues that are unsolvable due to a grandfather clause.
2. Accept the Referral: the CC deems the referral to be an issue that needs to be corrected.

When a referral is accepted, the CC will implement the action needed according to official procedure (see Compliance Committee Procedures in this document).

Compliance Committee Procedures

Consistent procedures of process and documentation are necessary to provide equity amount the club membership. The intent of this document is to serve as a process to ensure the enforcement of the Bylaws, Rules, Regulations and Thurston County requirements.

Any member(s) that is cited is responsible for providing a written response to each notice received. A member is free to request a meeting with the Compliance Committee, although the member is not required to do so. If the cited member requests a meeting with the CC, the meeting may be held in person or as a telephone conversation within the following guidelines:

- A “meeting” does not constitute an appeal.
- “Meetings” are for clarification, understanding, and resolution.
- At least two CC members must be present for a “meeting” to occur.
- If at any time during the meeting the cited member threatens or implies that legal action will be initiated the meeting will end immediately. The matter will then be referred in writing to the PFCC Board of Directors.

The request for a meeting requires that the member be given the opportunity to have a meeting, before the committee imposes any fines against the member. Accordingly, the Compliance Committee shall afford members requesting such a meeting a reasonable opportunity to present any evidence or arguments as to why a violation does not exist or should not be the subject of a fine. At the same time, members and Compliance Committee members are encouraged to use this meeting as an opportunity to achieve resolution of the matter. Procedures outlined in the following pages will be followed consistently and in a timely manner until the infraction is remedied.

The central purpose of these notices and procedures is to achieve compliance, not to collect fines. Recognizing that the fine process may, at times, be the only avenue to achieve solution. The desire is to have a camping club that is enjoyable and aesthetically pleasing. Strict adherence to these purposes has this as its focus and intent.

The Compliance Committee shall have the authority to resolve infractions independently, if the responsibilities between the Compliance Committee, the appointed Board Liaison and the PFCC Board of Directors are followed as stated within these documents.

Procedures for Regular Assessment Checks:

1. Using teams consisting of at least two committee members, conduct regular quarterly assessments of all memberships. These are scheduled to happen the last month of each quarter, during the first week of the month.

2. Forms will be completed for memberships found to be out of compliance with the Bylaws, Rules, Regulations and Thurston County requirements.
3. Complete the forms with as much detail and information as possible.
4. Completed forms should be given to the Compliance Committee secretary. If the committee doesn't have a secretary, the forms should be submitted to the office manager.
5. The committee secretary will check the membership history against the current compliance form submitted. The compliance database should be updated with the current information.
 - a. First offense – completed compliance report is given to the member with courtesy letter, allowing 30 days for a correction to the violation.
 - b. Repeat Infraction – Courtesy Notice #1 - Repeat Infraction letter and \$50 fine is sent to member. Skip to #7 if this situation goes uncorrected.**
6. Monthly checks will be done during the fourth week of each month, following the 30 days allowed for corrective behavior, on the memberships found with compliance issues during the quarterly checks, using teams consisting of at least two committee members. This is a courtesy and for verification, for those who have responded and made appropriate corrections.

Follow up information should be given to the Compliance Committee secretary. If the committee doesn't have a secretary, the forms should be submitted to the office manager. The compliance database should be updated with the current information.
7. NOTE: At any point, when correction has been made, a letter of closure will be sent to the member thanking them for rectifying the situation. A copy of this letter will complete the file on each non-adherence/non-compliant situation that ends in satisfactory resolution.
8. For non-compliance situations where no action has been taken and no correction has been made, the following letters will be sent to the member.
 - a. Uncorrected after 60 days – Courtesy Notice #1 letter and \$50 fine is sent to member.
 - b. Uncorrected after 90 days – Courtesy Notice #2 letter and \$100 fine is sent to member.
 - c. Uncorrected after 120 days – – Courtesy Notice #3 letter and \$150 fine is sent to member. This is an escalated offense – Refer this issue to PFCC Board of Directors.

Follow up information should be given to the Compliance Committee secretary. If the committee doesn't have a secretary, the forms should be submitted to the office manager. The compliance database should be updated with the current information.

Procedures for Campsite Improvement requests:

1. Campsite Improvement forms will be submitted to the Compliance Committee chair.
2. During the regularly scheduled monthly meetings, the committee will verify that the form included accurate and complete information, allowing the committee to make an informed decision. If more information is needed, a member of the committee will contact the member for clarification.
3. Complete a thorough assessment of the member's request in conjunction with the Bylaws, Rules, Regulations and Thurston County requirements. A physical check of the membership lot might be necessary before completing the request. Decisions can be made and will be voted on during a regular meeting before completing.
4. Completed request forms should be given to the Compliance Committee secretary. If the committee doesn't have a secretary, the forms should be submitted to the office manager.
5. A copy of the request should be given to the member and another will be put into the member's file.

Procedures to approve a membership to be sold:

1. A Membership Sale form will be submitted to the Compliance Committee chair.
2. A team of two committee members will conduct a physical check of the membership.
 - a. They will verify the information listed on the sale form.
 - b. Complete a thorough assessment of the membership, to verify compliance to the Bylaws, Rules, Regulations and Thurston County requirements.
3. During the regularly scheduled monthly meetings, the committee will go over the information collected. The compliance database should be checked to make sure the member does not have any uncorrected issues.

4. The completed request should be given to the Compliance Committee secretary. If the committee doesn't have a secretary, the forms should be submitted to the office manager.
5. If the membership is not approved for sale, the form will be given back to the member for any needed corrections.
6. If the membership is approved for sale by the CC, the information will be passed along to the appropriate committees.

Sample Letters, Forms and other Documents

Courtesy Notice

Date:

Member:

Site:

RE: A recent review of our park, in your area, underscores the overall vision of Pleasant Forest Camping Club as a healthy recreational environment for its membership that supports relaxation, reflection, and rejuvenation in a natural setting. All members of the PFCC community recognize the value of supporting our mission along with our bylaws, and rules and regulations as one of the ways we can each help to maintain property values as well as enhance this special setting. In this regard, your cooperation and attention to the following is requested.

Infraction/Correction: noted on attached Compliance Committee Report

This infraction needs to be corrected by _____. You may simply note your agreement to correct the violation as indicated, by signing and returning the report. If you feel that you need more time to correct the infraction you must request an extension. Requests are to be delivered to the Compliance Committee, in writing, within 7 days of the date of this notice. The Compliance Committee will decide if an extension will be granted.

If you feel you have received this letter in error or disagree with its contents, you may request a meeting with the Compliance Committee by submitting a copy of this notice and a written explanation for the meeting to the office. Please indicate a daytime phone number where you can be reached. Requests need to be made within 7 days of the date of this notice.

Please respond promptly to avoid further action by the Compliance Committee.

Thank you,

On behalf of the Pleasant Forest Camping Club
Compliance Committee

PLEASANT FOREST CAMPING CLUB
COMPLIANCE COMMITTEE REPORT / FORM

Date Inspected:	Date Notice Sent:
Name:	Site:

Violation of the Bylaws or the Rules, Regulations and Covenants

Any membership may be terminated or suspended for violation of these Bylaws and or the Rules, Regulations and Covenants of the Pleasant Forest Camping Club, which are published in conjunction with and part and parcel of these Bylaws and bear the penalties for non-compliance.

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ACTION TAKEN: _____

ACCEPTED: _____

Revised Date: 11-13-2019

****You must respond to violations within 10 days of this notice****

You have 30 days to correct issues and if these are not completed, you will receive a fine. When you receive a letter, it signals the fact that you are a member not in good standing

Compliance Notice #1

Date: Fines Begin Today: _____

Amount: _____

Member:

Site:

On _____ you were sent a Notice with a request to resolve an infraction of the Bylaws, Rules, Regulations and/or Thurston County requirements. We have not received a satisfactory response to that Notice, and it is important that we hear from you. As stated in the Rules and Regulations, the fine schedule began on _____ because you failed to respond within the time provided.

Again, the emphasis is to support PFCC standards to maintain the mission and vision for our club. Your cooperation in this particular instance is necessary to achieve that result. This letter signals the fact that you are a member not in good standing. Page 8 under Good Standing of Rules and Regulations states:

Memberships in "Good Standing" are entitled to vote, hold office and participate in open membership meetings of the Corporation, have exclusive use of their membership campsite, have use of all the common facilities, and participate in activities and events of the club. Failure to regain a Good Standing status may result in termination of Membership.

The infraction is to be corrected by _____. You may simply note your agreement to correct the violation as indicated on the initial report, by signing below. A field check will be made. If the review shows satisfactory completion, this matter will be closed. If you feel that you need more time to correct the infraction you must request an extension. Requests are to be delivered to the Compliance Committee, in writing, within 7 days of the date of this notice. The Compliance Committee will decide if an extension will be granted.

However, if you feel you have received this notice in error or disagree with its contents, you may request a meeting with the Compliance Committee by returning a copy of this notice and a written explanation for the meeting to the office. Requests must be made with 7 days of this notice and must be in writing.

It is important that you respond and act promptly. The Compliance Committee has the authority pursuant to the governing documents of the organization to administrate fines accordingly. Failure to respond in writing within the specified time will result in continued action by Pleasant Forest Camping Club, per our Bylaws, Rules, Regulations and or Fine Schedule. In addition, once this matter is corrected and a repeat of the same violation occurs, fines and other disciplinary action will begin immediately.

Thank you for your attention to this matter,
On behalf of the Pleasant Forest Camping Club
Compliance Committee

Compliance Notice #1 – Repeat Infraction

Date: Fines Begin Today: _____

Amount: _____

Member:

Subject:

A recent review of our park, in your area, has identified the repeat of an infraction on your member lot. On _____ you were sent a letter advising you of a violation. Because this is a repeat of a past infraction, Fines begin as stated above. This notice is sent to support PFCC standards to maintain the mission and vision for our club. A response and correction are requested by _____.

Infraction: _____

Correction Requested: _____

If you feel that you need more time to correct the infraction you must request an extension. Requests are to be delivered to the Compliance Committee, in writing, within 7 days of the date of this notice. The Compliance Committee will decide if an extension will be granted. Please note that because this is a repeat infraction fines will continue until the infraction is corrected.

However, if you feel you have received this notice in error or disagree with its contents, you may request a meeting with the Compliance Committee by returning a copy of this notice and a written explanation for the meeting to the office. Requests must be made with 7 days of this notice and must be in writing.

It is important that you respond and act promptly. The Compliance Committee has the authority pursuant to the governing documents of the organization to administrate fines accordingly.

Thank you for your attention to this matter,

On behalf of the Pleasant Forest Camping Club
Compliance Committee

Compliance Notice #2

Date: _____ Fines Begin Today: _____

Amount: _____

Member: _____

Site: _____

On _____ you were sent a Notice with a request to resolve an infraction of the Bylaws, Rules, Regulations and/or Thurston County requirements. We have not received a satisfactory response to that Notice, and it is important that we hear from you by _____ . As stated in the Rules and Regulations, the fine schedule began on _____ because you failed to respond within the time provided.

Infraction: _____

Solutions: _____

Again, the emphasis is to support PFCC standards to maintain the mission and vision for our club. Your cooperation in this particular instance is necessary to achieve that result.

You may request a meeting with the Compliance Committee by returning a copy of this notice and a written explanation for the meeting to the office. Requests must be made with 7 days of this notice and must be in writing. Failure to respond and attempt reasonable resolution by the above stated date will result in continued action by Pleasant Forest Camping Club, per our Bylaws, Rules, Regulations and or Fine Schedule. As a reminder, your membership is currently at risk. Failure to regain a Good Standing status may result in termination of Membership.

Please respond promptly to avoid further action by the Compliance Committee.

Thank you,

On behalf of the Pleasant Forest Camping Club
Compliance Committee

Compliance Notice #3

Date: Fines Begin Today: _____

Amount: _____

Member:

Site:

To date, the infraction cited in Notices of _____ and _____ has not been resolved. This Third Notice is asking for your response and the resolution on this infraction by _____.

Infraction: _____

Solutions: _____

The assessment of monthly fines will continue as shown until resolution of this item is completed. Also, any costs incurred by the organization to correct the infraction and or all costs of referral of the matter to legal counsel for the action will be billed in addition to these fees.

We are committed to our organization and to the protection of its Bylaws, Rules and Regulations. We would appreciate your cooperation in resolving this item of concern. The emphasis is to support PFCC standards to maintain the mission and vision for our club.

As a reminder, your membership is currently at risk. Failure to regain a Good Standing status may result in termination of Membership.

Please respond promptly to avoid further action by the Compliance Committee.

Thank you,

On behalf of the Pleasant Forest Camping Club
Compliance Committee

Pleasant Forest Camping Club

Compliance Referral
History File Record

Member Name: _____ Lot Number: _____

Address: _____

Referral Description:

EVENT	DATE	RESULT
Submitted to Office/CC:		
Reviewed by CC:		CC Disposition:
Courtesy Letter Sent:		Response:
Notice #1 Sent:		Response:
Notice #2 Sent:		Response:
Notice #3 Sent:		Response:
Referred to PFCC Board:		Board Action:

Notes and Commentary: _____
