

SEPA Club Inc. Policies and Procedures

Modified: 8/23/23

Order of Precedence

Where this document conflicts, the order of precedence should be followed:

- 1) Federal Law
- 2) Florida Law
- 3) Osceola County Law
- 4) SEPA Club Inc. Bylaws
- 5) This document

Nothing in this document should supersede the bylaws, and is not set in stone.

Definitions

The word **shall** is used to define a measurable requirement. The word **should** is used to define a non-measurable requirement.

Committees

Committee leads **shall** be responsible for their committee following policies and procedures laid out in this document. They **should** keep these policies and procedures updated, based on how their committee does business. This helps those outside the committee understand how each committee organizes themselves, as well as helps in knowledge transfer for new committee members and leads.

The president should review committee leads, and appoint leads which meet qualifications and as required in the bylaws.

Nominating Committee

The following are typical steps for the nominating committee:

- 1) The president appoints the chairman of the nominating committee from SEPA members
- 2) The chairman forms a committee which will consist of 3 or more directors, which are not up for election
- 3) The nominating committee will get nominations from the SEPA membership. This may be through social media, etc.
- 4) The nominating committee will verify nominations are qualified to run for those positions
- 5) The nominating committee will determine the final list of names on a ballot
- 6) The nominating committee should announce to the membership the list of names that will be on the ballot
- 7) The nominating committee will submit these names to the board of directors, to print ballots

Note: There should be a write-in name section for the ballot, in the event a qualified name is not submitted in time.

Bylaw Committee

The purpose of the bylaw committee is to document existing rules, regulations, policies, and procedures. Their job does not include creating new changes to bylaws, but to identify changes for clarification purposes. They may also identify conflicts between documents, and bring to the general membership for votes of clarification.

Committee Lead/Chairperson

The president should consider the following when appointing committee leads:

- Leads must meet any qualifications as defined in the bylaws, as applicable
- Leads should be knowledgeable in the committee purpose
- Leads should have good communication and social skills, in order to effectively run a team of committee members
- Leads should have good attendance at meetings, in order to provide effective status and updates, and to get feedback from members

Each committee lead should be responsible for reporting committee status to the membership at general membership meetings. If they cannot attend, they should appoint someone from the committee to report status in their stead. They are also responsible as being the first point of contact for any members, board of directors, etc. for any committee-related questions or feedback.

Committee leads should consider selecting an alternate to train to perform their duties, in the event they are unable to.

Bylaws Committee

TBD

Web Committee

In order to protect the security of information on the website, the following procedures are followed on the web committee.

Security, Privacy, and Protection of Personal Information

The web committee **shall** limit hosting subscription/payment administration privileges for the website to the president, treasurer, and web committee lead. The current web host is GoDaddy. Users with access to hosting administration are automatically granted access as administrators of the raw content of the website.

The web committee lead **shall** keep a record of justification for the members elevated to administrative privileges for the raw content of the website. The number of users with administrative privileges should be limited, where possible. Administrators can see all information entered onto the website.

The web committee **shall** update WordPress and Plugins no less than weekly.

The web committee **shall** delete any attachments/uploads from submission forms within 3 months. This allows enough time to process key and membership requests. Copies of these documents may be kept offline, for records.

The web committee **shall** archive form submission information offline within 3 months. This allows enough time to process key and membership requests. This information is kept for records.

Data Integrity

The web committee **shall** make and retain full backups offline whenever a major change to the website is made, and no less than every 6 months. Major changes include adding or removing functionality, such as new plugins or dynamic content. It is at the web committee lead's discretion of what is considered major functionality.

The web committee **shall** enable automatic backups weekly, and may retain them for a period of 1 month in online storage.

Backups **shall** be removed from online storage within 1 month. They may be retained offline, at the discretion of the web committee lead.

Offline and Archived Data

The web committee lead is responsible for the privacy and integrity of website data stored offline.

Any archived data or backups **shall** be digitally transferred to the new web committee lead if the position is re-assigned.

Officers and Directors

Directors

All directors have access to all records of SEPA Club Inc.

Announcements and dissemination of information on behalf of SEPA may be done by any board member or committee lead as directed by the board/president.

The SEPA board of directors must approve any other official SEPA announcements. It is the responsibility of the board member posting the announcement to get an overwhelmingly positive concurrence from the board, taking in suggestions as applicable.

Official SEPA posts should contain text along the lines of "OFFICIAL SEPA ANNOUNCEMENT:".

Officers

President

In general, the president is responsible for the day-to-day operations.

The president is responsible for the creation of committees and appointing committee chairpersons. See the Committee Lead/Chairperson section for more details.

The president is also responsible for running/delegating running of board of directors and general membership meetings.

The president has discretionary funds (\$500.00 every 2 months) to spend for small-dollar items that need to be paid for ahead of official votes by board of directors or the membership. This amount is intended for funds not previously budgeted for, but need immediate attention.

The president should be kept in the loop for any pop-up incidents or events, regarding Suburban Estates. The president should disseminate this information to relevant parties, as needed. This may include bringing to the attention of the board of directors, through official or unofficial channels. Ad hoc board meetings may be called to discuss pertinent information.

The president is typically closely involved with committee leads for committee status. They may or may not be a part of committee meetings and discussions.

Vice President

When the president is unavailable, the vice president assumes his/her duties, until the president is able to resume their duties again.

The vice president is included on the Key committee, as per the bylaws.

Treasurer

The treasurer is included on the Key committee, as per the bylaws.

The Treasurer's duties consist of:

- Submitting all expenditures to the Board for approval for funding
- Present a complete and accurate report of the finances at each meeting of the Board and the members, or at any other time upon request of the board
- Present bank statements to the board and SEPA members, by request
- Assist in direct audits of the funds of SEPA Club Inc
- File monthly and annual financial reports and returns with government agencies
- Perform such other duties as may be prescribed by the Board or the President

Secretary

The secretary is responsible for:

- Recording meeting minutes, and/or delegating another person to record the minutes, for board of directors or general membership meetings
- Posting meeting minutes for attendees of the meetings to review

NOTE: Membership records are handled by the membership committee.

Keys

The key committee will strive to have at least 2 members as Key Committee Chair- in-training, which meet the minimum requirements listed in the bylaws. These are referred to as the "co-chair" and "reserved co-chair(s)".

Agencies and Representatives

The following agencies and representatives are provided keys, in order to access land inside Suburban Estates for emergency needs:

- Osceola County Sheriff's Department
- Osceola County Fire Department
- Florida Fish and Wildlife Commission
- Florida Forest Service

The key committee should maintain a list of contact names and/or vehicle ID for each of these agencies.

Key Request Processing

Key requests are received through USPS mail and through emails for requests submitted on the website: www.SEPAClub.com.

Each key request received is reviewed to verify that the requestor is a bona fide property owner by using the Osceola County Property Appraiser's website and the Osceola County Clerk of Court's website. The Key Chairperson makes sure that all required supporting documentation and payment are received. Each request is researched to make sure that no keys have been issued on that parcel using prior Key Lists.

If everything checks out, a key is issued and mailed out that week or the following week (depending on day received) and usually via USPS First Class Certified Mail, Return Receipt Requested. A signature is required at the time of delivery. The tracking number is emailed to the person requesting the key advising them that a signature is required at time of delivery. (That is the #1 reason packages are returned and people do not receive their key – they ignore the tan notice left by USPS.)

If there is an issue with the submission, then the requestor is contacted to correct the issue, usually by email. A key will not be processed until the issue has been resolved. Issues can be a key already issued on the parcel and seller did not transfer the key; lack of proper documentation; we cannot find payment to match request (online) or incorrect amount submitted; etc.

Lost/Stolen Key Requests take longer to process since the key holder must send us the original notarized document along with payment. The Key Committee must have that form in their possession before issuing a new key. Records will be verified that the requestor is still the owner of the parcel. Once processed, that Lost/Stolen key is added to a Master List to be used at gate checks. The original Lost/Stolen Key forms are kept in a binder and must be in our possession so that we can confiscate any key on said list, if found.

Key Transfers occur when a key has been issued on a parcel and it is sold. The seller and/or buyer must complete a Key Transfer Form listing parcel number, key number, and owner's/seller's names. If that form is not received and a new key request is received, a key will not be issued until the original key is located or listed as lost/stolen.

After keys are processed the parcel number, key number, number of keys processed for that parcel, whether a key has been lost/stolen and/or replaced, along with owner's name and processing information is added to a database. All paperwork is filed in chronological order.

Banking Procedures

A separate SEPA Club Inc Key Account will be kept to separate funds from the SEPA Club Inc Operating and Land Accounts.

Payments for keys are received from various means: funds received with mail in requests; PayPal with online requests; Zelle and debit/credit cards. Key chair deposits any cash received for key requests to the Key Account. Deposits are made at least once a month, sometimes twice.

The Key Committee has a debit card for small expenses, such as postage and office supplies. This should be used for necessary purchases only.

Parliamentary Procedures

Meetings are run similar to open meeting laws, in the Florida Statutes.

An agenda is typically posted to the SEPA Paid Members Facebook group prior to membership meetings. This agenda has been traditionally unofficial, as it has not been voted in, as per Robert's Rules.

There are currently no deviations from Robert's Rules, unless documented in the bylaws or state/federal regulations.

Privacy

SEPA Club Inc protects records in accordance with federal, state, and local laws and regulations that govern our corporation.

SEPA officers, board members, committee leads, and committee members are responsible for keeping any SEPA records and/or personal information they are exposed to, as a result of the position in the club they are in, private. SEPA records include, but are not limited to, banking information and non-public corporate records.

In general, those in positions above general membership should only disclose such information to others which they are already privy to.

Board of Directors meetings are open to SEPA members, except where necessary, such as related to litigation or employment, in accordance with Florida Statutes.

Members may request official records in accordance with Florida Statutes.