

Cardinal Haven Cooperative

Member Guidelines & Regulations 2023- 2024



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Section 2R: Position Descriptions of Cooperative Leadership, Maintenance Team, and Volunteers

1. 2R.1 President

The role of a Cooperative President is a leadership position responsible for overseeing the day-to-day operations and governance of the Cooperative. The Cooperative President is the primary executive officer of the cooperative and is responsible for leading and managing the cooperative's operations, ensuring compliance with cooperative bylaws, and representing the cooperative to members and external parties. The Cooperative President plays a crucial role in the successful operation of the Cooperative, ensuring that members' needs are met, financial stability is maintained, and the cooperative thrives as a vibrant and sustainable community.

- Key Responsibilities:
 - Leadership and Governance:
 - Preside over board meetings, general membership meetings, and other cooperative gatherings.
 - Ensure that the cooperative operates in compliance with its bylaws and policies.
 - Provide leadership and guidance to the board of directors, committees, and cooperative members.
 - Cooperative Administration:
 - Oversee the day-to-day operations of the cooperative, including financial management, maintenance, and member services.
 - Collaborate with the board to develop and implement policies, procedures, and strategic plans.
 - Review and approve for membership vote the cooperative financial reports, budgets, and expenditures.
 - Member Relations:
 - Address member inquiries, concerns, and disputes, working to resolve issues in a fair and equitable manner.
 - Promote a sense of community and engagement among members.
 - External Relations:
 - Represent the cooperative in interactions with government agencies, service providers, and external organizations.
 - Collaborate with external partners to address cooperative-related issues or opportunities.
 - Financial Management:
 - Oversee the financial health of the cooperative, ensuring that bills are paid, dues are collected, and the budget is balanced.
 - Seek opportunities to improve the cooperative's financial stability and sustainability.
 - Maintenance and Repairs:

- Oversee maintenance and repair projects to ensure the cooperative's physical assets are well-maintained.
- Work with maintenance and service providers to address necessary repairs and improvements.
- Communication and Transparency:
 - Maintain transparent and open communication with members regarding cooperative activities, issues, and decisions.

2. 2R.2: Vice President

The Vice President of The Cooperative serves as the second-in-command and plays a vital role in supporting the President and the overall management and governance of the cooperative. The Cooperative Vice President assists the President in overseeing cooperative operations, collaborating with board members and committees, and representing the cooperative to its members and external parties. The Vice President is prepared to assume the role of President in their absence.

- Key Responsibilities:
 - Leadership and Governance:
 - Collaborate closely with the President in presiding over board meetings, general membership meetings, and other cooperative gatherings.
 - Support the cooperative's adherence to its bylaws, policies, and cooperative principles.
 - Cooperative Administration:
 - Assist in the day-to-day management of cooperative operations, including financial oversight, maintenance, and member services.
 - Contribute to the development and implementation of cooperative policies, procedures, and strategic plans.
 - Member Relations:
 - Work with the President to address member inquiries, concerns, and disputes, ensuring prompt and equitable resolutions.
 - Help build a sense of community and engagement among cooperative members.
 - External Relations:
 - Represent the cooperative in interactions with external parties, government agencies, and service providers as needed.
 - Collaborate with external partners on matters related to the cooperative's interests.
 - Financial Management:
 - Assist in overseeing the cooperative's financial health, including bill payments, dues collection, and budget management.
 - Contribute to efforts to enhance financial stability and sustainability.
 - Communication and Transparency:

- Help maintain transparent and open communication with members about cooperative activities, issues, and decisions.
- Engage in various communication methods to inform and involve members, such as newsletters, meetings, and digital platforms.
- Legal Work:
 - Collaborate with the Cooperative's outside counsel on all legal matters.
 - Draft and design templates for all communications
 - Draft all legal documents for outside counsel review
- Compliance and Reporting:
 - Ensure that the cooperative is in compliance with relevant laws, regulations, and cooperative bylaws.
 - Assist in filing required reports and documents with government authorities.
- Technology
 - Maintain the Cooperative Website and Technology Contracts.
 - Search out more economic options for technology use.
 - Maintain the Cooperative's Social Media Presence.

3. 2R.3: Treasurer

The Treasurer of the Cooperative plays a critical role in overseeing the cooperative's financial management, record-keeping, and reporting. The Cooperative Treasurer is responsible for managing the cooperative's financial affairs, ensuring transparency, and providing financial guidance to the board and members. This role involves overseeing financial records, budgets, and reporting to maintain the cooperative's fiscal health.

- Key Responsibilities:
 - Financial Oversight:
 - Maintain an accurate record of the cooperative's financial transactions, including income, expenses, and assets.
 - Oversee the cooperative's financial accounts, bank statements, and investments.
 - Budget Development:
 - Collaborate with the board and relevant committees to develop and manage the cooperative's budget.
 - Monitor budgetary compliance and provide financial recommendations to the board.
 - Financial Reporting:
 - Prepare and present regular financial reports, including balance sheets, income statements, and cash flow statements, to the board and members.
 - Ensure transparency and clear communication regarding financial matters.
 - Tax Compliance:
 - Ensure that the cooperative complies with tax regulations and deadlines.
 - Work with an accountant or tax advisor to prepare and file required tax documents.
 - Financial Planning:
 - Assist in long-term financial planning, reserve fund management, and capital expenditure analysis.

- Recommend financial strategies and investments to maintain the cooperative's fiscal stability.
- Member Buy-In Fees, Lot Rents, and Collections:
 - Oversee the collection of member payments, maintain records of payments, and follow up on delinquent accounts.
 - Ensure prompt and accurate processing of dues and assessments.
- Banking and Investments:
 - Manage the cooperative's bank accounts, investment portfolios, and any related financial instruments.
 - Optimize the cooperative's financial assets to achieve the best possible returns.
- Audit and Review:
 - Arrange for annual financial audits or reviews, working with auditors or financial professionals.
 - Ensure audit findings and recommendations are addressed appropriately.
- Financial Policies and Procedures:
 - Develop, implement, and maintain financial policies and procedures to ensure compliance, transparency, and internal controls.
- Member Education:
 - Provide financial education and information to cooperative members, helping them understand the cooperative's financial status and responsibilities.

4. 2R.4: Secretary

The Secretary of The Cooperative is responsible for maintaining accurate records of cooperative meetings, managing official documents, and ensuring efficient communication among members and the board. The Cooperative Secretary plays a crucial role in maintaining records, facilitating communication, and supporting the smooth operation of the cooperative. This role involves record-keeping, meeting coordination, and administrative tasks.

- Key Responsibilities:
 - Meeting Coordination:
 - Schedule and organize meetings for the cooperative, including board meetings, general membership meetings, and committee meetings.
 - Distribute meeting notices, agendas, and other relevant documents to participants in a timely manner.
 - Minutes and Records:
 - Record accurate minutes of cooperative meetings, including key discussions, decisions, and action items.
 - Maintain an organized archive of meeting minutes, resolutions, and official documents.
 - Collect Committee meeting minutes for filing.
 - Document Management:

- Manage and maintain official cooperative documents, bylaws, policies, and records as directed by the Vice President.
- Ensure accessibility and security of important documents for board members and cooperative members.
- Communication:
 - Facilitate communication among cooperative members, committees, and the board.
 - Assist in disseminating important information, announcements, and updates to the cooperative community.
 - Produce and distribute the Ponderosa Post Newsletter.
- Correspondence:
 - Handle and organize official correspondence and communications, including emails, letters, and notices.
 - Ensure that inquiries and requests from members are addressed promptly.
- Elections and Voting:
 - Oversee the election process, including preparing and distributing ballots, collecting and counting votes, and reporting results.
 - Maintain records of election proceedings and results.
- Archiving and Records Retention:
 - Establish and maintain a records retention policy to manage the storage and disposal of documents as necessary.
- Committee Support:
 - Collaborate with committees on their administrative needs, such as meeting coordination and document management.
- Information Accessibility:
 - Make relevant documents and information readily accessible to cooperative members and the board as needed.

5. 2R.5 Park Representative

The role of Park Representative involves serving as a liaison between cooperative potential and existing members and the Cooperative's board of directors. The Park Representative acts as an intermediary between cooperative members and the cooperative's governing board. They collect and convey member concerns, ideas, and feedback to the board, and vice versa. The role is intended to promote transparency and ensure that members' voices are heard in the cooperative's decision-making processes. The Park Representative is an essential bridge between members and the Cooperative's leadership. They ensure that member voices are heard and that concerns are addressed, and that the cooperative remains a transparent and responsive community.

- Key Responsibilities:
 - Member Liaison:
 - Act as a direct point of contact for cooperative members seeking to voice their concerns, questions, or suggestions.

- Maintain open and regular communication with members to understand their needs and preferences.
- Board Liaison:
 - Attend board meetings and provide members with updates on board decisions, policies, and important cooperative matters.
 - Relay member concerns, ideas, and feedback to the board during meetings.
- Information Dissemination:
 - Ensure that cooperative members are informed about upcoming meetings, elections, and other significant cooperative events.
 - Distribute meeting notices, agendas, and relevant documents to members.
- Member Engagement:
 - Encourage member participation in cooperative activities, elections, and committees.
 - Promote a sense of community and cooperation among members.
- Feedback Collection:
 - Gather feedback, suggestions, and ideas from members regarding cooperative policies, maintenance, and improvements.
 - Summarize and present member input to the board for consideration.
- Reporting:
 - Maintain records of member inquiries, concerns, and feedback for reference and analysis.
 - Prepare regular reports to update the board on member engagement and concerns.

6. 2R.6: Head of Maintenance

The Head of Maintenance in the Cooperative is responsible for overseeing the maintenance and repair of the cooperative's physical assets, ensuring the safety, functionality, and overall well-being of the community. The Head of Maintenance is responsible for supervising and managing all maintenance and repair activities within the housing cooperative. This role involves maintaining the cooperative's physical infrastructure, addressing maintenance requests, and ensuring the safety and comfort of cooperative members. The Head of Maintenance plays a crucial role in preserving the cooperative's physical assets and ensuring that cooperative members live in a safe and well-maintained environment.

● Key Duties

- Maintenance Supervision:
 - In tandem with the Board, oversee and coordinate two maintenance crew members, contractors, and vendors to carry out repair and maintenance tasks efficiently, economically and effectively.
 - Manage work schedules, assignments, and priorities to ensure timely completion of maintenance projects.
- Property Inspection:

- Conduct regular inspections of cooperative properties and common areas to identify maintenance needs, safety hazards, and potential improvements.
- Maintain a log of inspection findings and prioritize necessary repairs.
- Create a list of lots that need attention by members and report to the Board weekly of those attention concerns.
- Repair and Maintenance:
 - Perform or supervise routine maintenance tasks.
 - Ensure prompt responses to maintenance requests submitted by cooperative members.
- Emergency Response:
 - Develop and implement emergency response protocols to address urgent maintenance issues or safety concerns.
 - Be available for on-call duty in case of maintenance emergencies.
- Budget Management:
 - Collaborate with the board of directors to develop and manage the maintenance budget, ensuring efficient resource allocation and cost control.
 - Seek cost-effective solutions for repairs and upgrades.
- Safety and Compliance:
 - Ensure that all maintenance activities adhere to safety regulations and comply with local building codes and ordinances.
 - Coordinate with regulatory authorities for inspections and permits when necessary.
- Community Communication:
 - Collaborate with the Park Representative to maintain open and clear communication with cooperative members regarding maintenance activities, schedules, and potential disruptions.
 - Provide information about maintenance best practices and procedures to Members.
- Record Keeping:
 - Maintain records of maintenance and repair activities, including work orders, project histories, and warranties.
 - Generate reports and updates for the board and members.
- Preventative Maintenance:
 - Develop and implement a preventative maintenance plan to prolong the life of cooperative assets and minimize unexpected repairs.

7. 2R.7: Cooperative Maintenance Support 1 and Cooperative Maintenance Support 2

The Role of Cooperative Maintenance Support 1 and 2 in The Cooperative plays a key role in assisting the Head of Maintenance and the maintenance team with various tasks related to the upkeep and repair of the cooperative's physical assets. The Cooperative Maintenance Support provides assistance to the maintenance team in maintaining and repairing the cooperative's properties and common areas. This role involves hands-on work, teamwork, and a commitment to maintaining a safe and functional living environment for cooperative members. The Cooperative Maintenance Support is a valuable contributor to the cooperative's

maintenance efforts, ensuring that the community's physical assets are well-maintained and that cooperative members enjoy a safe and comfortable living environment.

- Key Responsibilities
 - Maintenance Tasks:
 - Assist with routine maintenance tasks, such as plowing, mowing, shoveling, repairs, painting, and carpentry, under the guidance of the Head of Maintenance.
 - Repairs and Upkeep:
 - Help repair and maintain cooperative buildings, common areas, and outdoor spaces, ensuring that they remain in good condition and meet safety standards.
 - Emergency Response:
 - Be available for on-call duty to respond to maintenance emergencies.
 - Maintenance Requests:
 - Respond to maintenance requests submitted electronically, as delegated by the Head of Maintenance, from cooperative members, addressing their concerns in a timely and professional manner.
 - Cleaning and Upkeep:
 - Assist with cleaning and tidying common areas, walkways, and other parts of the cooperative to maintain a clean and pleasant environment.
 - Safety Compliance:
 - Follow safety protocols and guidelines during maintenance tasks to ensure the well-being of cooperative members and the safety of all individuals on the property.
 - Communication:
 - Maintain clear and open communication with the maintenance team, the Head of Maintenance, and cooperative members regarding maintenance activities and concerns.
 - Record Keeping:
 - Maintain records of maintenance activities, work orders, and project histories to track repairs and improvements.
 - Assist in Preventative Maintenance:
 - Support preventative maintenance activities to prevent future problems and extend the life of cooperative assets.

8. 2R.8: Maintenance Committee

The Maintenance Committee is a critical component of our cooperative's governance structure, responsible for helping the Maintenance Crew to ensure that our physical assets, buildings, and common areas are well-maintained, safe, and functional. The committee works closely with the Head of Maintenance, the board of directors, and cooperative members to address maintenance needs and enhance the quality of life and sense of community within the cooperative. The Maintenance Committee is composed of cooperative members who have an interest in, and preferably experience with, maintenance and repair issues. Committee members are appointed by the board of directors and should represent a diverse cross-section of the Cooperative.

- Key Responsibilities:
 - Maintenance Planning:
 - Collaborate with the Head of Maintenance and the board of directors to develop and implement short-term and long-term maintenance plans.
 - Prioritize maintenance projects and repairs based on the needs and budget of the cooperative.
 - Preventative Maintenance:
 - Promote preventative maintenance practices to prolong the life of cooperative assets and minimize unexpected repairs.
 - Community Communication:
 - Maintain open and clear communication with cooperative members regarding Maintenance Committee activities, schedules, and potential disruptions.
 - Educate members on best practices for reporting maintenance issues and recommendations on preventing issues in member's individual homes.
 - Meetings:
 - The Maintenance Committee will meet on a regular basis to discuss ongoing maintenance projects, upcoming needs, budgeting, and other relevant matters.
 - Reporting:
 - The committee provides regular reports and recommendations to the board of directors, keeps cooperative members informed of maintenance activities, and maintains transparency in its operations.

9. 2R.9: Community Committee

The Community Committee is responsible for fostering a sense of community, organizing events and activities, and addressing the social and well-being needs of cooperative members. The Community Committee is dedicated to creating a vibrant, inclusive, and connected cooperative community. By organizing events, activities, and support systems, the committee strives to enhance the quality of life for all members, promote engagement, and foster a strong sense of belonging within the cooperative. The Community Committee is composed of cooperative members who are passionate about building a strong, inclusive community. Committee members are typically volunteers who share a commitment to enhancing the cooperative's social and well-being aspects.

- Key Responsibilities:
 - Event Planning:
 - Organize and coordinate social events, gatherings, and activities within the cooperative to promote community interaction and enjoyment.
 - Collaborate with other committees, volunteers, and cooperative members to execute events successfully.
 - Support Systems:
 - Develop and manage support systems and services for cooperative members, such as welcoming new residents, organizing neighborhood programs, and assisting in times of need.
 - Member Engagement:

- Encourage member participation in cooperative activities, volunteer opportunities, and committees.
- Create initiatives to connect members and help build a strong sense of community.
- Cultural and Educational Activities:
 - Arrange cultural, educational, and recreational programs that contribute to members' personal and collective growth.
 - Foster a lifelong learning environment through workshops, classes, or other activities.
- Communication:
 - In collaboration with the Vice President and Park Representative, maintain clear and open communication channels with cooperative members, informing them of upcoming events, opportunities, and news.
- Well-being and Support:
 - Promote health and well-being within the cooperative by organizing wellness initiatives, fitness programs, and mental health support services.
 - Establish connections with local service providers for additional well-being resources.
- Environmental Initiatives:
 - Encourage sustainability and environmental responsibility by organizing cooperative-wide initiatives, such as recycling programs, community gardens, and conservation efforts.
- Meetings:
 - The committee holds regular meetings to plan and discuss upcoming events, address member concerns, and evaluate the success of previous initiatives. Special meetings may be called as needed.
- Reporting:
 - The committee provides regular reports and recommendations to the board of directors, keeps cooperative members informed of community activities, and maintains transparency in its operations.

10. 2R.10: Cooperative Community Volunteer

As a Cooperative Community Volunteer, members will have the opportunity to contribute time and skills to support various aspects of our cooperative community. Their assistance will help enhance the quality of life for cooperative members, promote engagement, and foster a strong sense of belonging within the community. Cooperative Community Volunteers are a part of creating a welcoming and vibrant community that goes beyond just a place to live. Your support and involvement help make our Cooperative a truly exceptional place to call home.

- Participation in Events:
 - Volunteer for and actively participate in cooperative community events, activities, and initiatives.
- Support Roles:
 - Assist in event planning, organization, setup, and cleanup, ensuring that cooperative events run smoothly.

- Community Engagement:
 - Encourage cooperative members to engage in community activities, get to know their neighbors, and build connections.
- Communication:
 - Help distribute information about upcoming events, initiatives, and opportunities to cooperative members through various communication channels.
- Well-being Initiatives:
 - Support well-being and health-related programs and initiatives, such as wellness events, fitness classes, or mental health support services.
- Environmental Responsibility:
 - Get involved in cooperative environmental initiatives, such as recycling programs, conservation efforts, and community garden projects.
- Maintenance:
 - Support maintenance efforts and Cooperative appearance efforts to make Cardinal Haven Cooperative stay the best place to live in New Hampshire.
- Benefits:
 - The opportunity to make a positive impact on the cooperative community.
 - The chance to build meaningful connections with fellow cooperative members.
 - Participation in cooperative events and initiatives.
 - Personal growth and a sense of fulfillment from contributing to a thriving community.
 - Compensation toward monthly lot rent fees in exchange for hours donated of volunteer time.

Section 3R: Inclusivity

11. 3R.1: Introduction to Inclusivity

In alignment with the fundamental principles that underpin the formation of Cardinal Haven Cooperative, our community stands united in the belief that every individual, regardless of their origin, appearance, housing type, or self-identification, should enjoy unrestricted access to the various amenities, services, locations, and spaces that enrich both their lives and our collective community. We are committed to the continuous pursuit of enabling all community members to partake in the health, environmental, social, and cultural advantages that cooperative living offers.

In our steadfast endeavor to cultivate and sustain a thriving, interconnected, and resilient community, it is of utmost importance that our facilities, spaces, and areas exude an atmosphere of openness, warmth, and inclusivity for all residents. Although realizing a universally inclusive environment can present challenges, and achieving a comprehensive vision of community-wide inclusion may be constrained by limited resources, the formal adoption of the following inclusion policies serves as a robust strategy to ensure that our community, along with its facilities, programs, and activities, remains accessible, inviting, and inclusive to both our current and prospective residents.

12. 3R.2: Eliminating Exclusion

- **Promoting Racial and Religious Equality:** Cardinal Haven Cooperative is dedicated to dismantling institutional and structural racism and discrimination based on ethnicity within our community. We recognize the historical legacy of racism and ethnic-based discrimination in our nation, which has limited opportunities for people of color, immigrants, and refugees. Engaged members of our Cooperative contribute to a thriving and sustainable economy and a higher quality of life by actively supporting and advocating for racial and religious equality.
- **Fostering Gender and Sexual Identity Equality:** The Cooperative is committed to creating a safe and inclusive environment for all residents, ensuring that our spaces are welcoming to visitors, and treating everyone with respect and dignity. We believe that all residents, including parents with children, individuals with personal attendants, and those of all gender identities and expressions, benefit from residing in a completely safe community.
- **Enhancing Equality for Persons with Disabilities:** Over the next five years, we will collaborate to enhance accessibility throughout our community to better accommodate individuals with physical disabilities. Our goal through the next five years until 2028 is to upgrade our community areas to make them safer and more accessible for all. We collectively will endorse the promotion of services and support that enable individuals with and without disabilities to engage in recreational activities together within our Cooperative's communal spaces, fostering safety, enjoyment, and respect.
- **Improving Communication:** As a united community, we commit to communicating updates, concerns, emergencies, and other essential information in the most inclusive manner possible. This will include using dedicated social media accounts for the Cooperative and our Community, posting notices and updates at a centralized location at the community mailboxes, and hosting meetings that are either recorded or accessible for those unable to attend in person. We will make every effort to adapt our communication methods to ensure easy access, readability, and understanding for all residents.
- **Community Engagement:** Through our Community Committee, we will actively organize events that educate, include, and diversify our community, fostering a welcoming and inclusive atmosphere.
- **Promoting Social Diversity:** We are committed to attracting and retaining residents from diverse backgrounds and cultures while working diligently to eliminate any barriers to residency within the Cardinal Haven Cooperative Community. Our goal is to create a safe and socially enriching environment for everyone.
- **Access to Services:** Whenever possible, we will share resources and services that could benefit or assist our fellow residents. We will also make efforts to facilitate access to these resources and services for all residents.

13. 3R.3: Code of Conduct

- Residents are expected to communicate respectfully and refrain from using slurs, derogatory language, or slang when interacting with others.
- All residents must acknowledge and use the preferred names and pronouns of individuals when those preferences have been shared.
- Residents are encouraged to embrace and show respect for the decorations, events, celebrations, styles, or practices that reflect another resident's identity. Any blatant discrimination or vandalism will not be tolerated.
- Every resident is required to speak respectfully when addressing all community members, regardless of their involvement in Cooperative management, job status, creed, culture, religion, gender/sexual identity, race, or age.
- If any resident witnesses direct discrimination or retaliation against another resident, they are obligated to address the issue immediately or report the incident in full to the Cardinal Haven Cooperative Board of Directors.
- All modes of travel, decor displays, and events within the park should be considerate of the known backgrounds of other residents, and no deliberate displays, events, or travel that promote discrimination are permitted.

14. 3R.4: Zero-Tolerance Policy

- Collectively as a community we agree that harassment and discrimination against any individual in the Cooperative regardless of protected status.
- Collectively as a community we will speak up during an incident of discrimination and/or report the incident to the Cooperative's Board of Directors.
- Residents, members, non-members, directors, volunteers, contractors, and vendors are expected to accept and comply with the Zero Tolerance Policy to retain residency in the Cooperative.
- Any resident who is found to have been involved in harassment, bullying, or discriminatory behavior will be subject to immediate disciplinary action, up to and including removal of Cooperative membership or removal from the community. To ensure a safe and inclusive workplace, all residents are asked to report instances in which they experienced or witnessed harassment, bullying, or discrimination. To notify the Cooperative's Board of Directors of the incident, please include the following information:
 - Name(s) of the individual(s) engaged in inappropriate behaviour
 - Your name (you are encouraged to submit this information, but it is not mandatory. You can make an anonymous report if you wish).

- Name(s) of the individual(s) targeted by the inappropriate behaviour (if you are a witness). If you have discussed the situation with the victim(s) and they requested to remain anonymous, please respect their wishes.
- A description of the inappropriate behaviour and scenario under which it occurred
- Date(s) and time(s) of the event(s)
- Any additional supporting evidence
- If the Cooperative's Board of Directors becomes aware of a contractor or vendor engaged in inappropriate behaviour, the relationship will enter a probationary period or be terminated, depending on the severity of the incident.
- All reported incidents will be investigated by the Cooperative's Board of Directors and a decision will be made at the conclusion of the investigation based on the severity of the incident.
- Any resident who has their membership to the Cooperative revoked or is evicted from the park due to harassment, bullying, or discriminatory behavior will forfeit their Cooperative Buy-In Fee.
- All residents are guaranteed a fair and impartial investigations process. The integrity of the investigation is the responsibility of the Cooperative's Board of Directors, whose personal biases and individual relationships will never factor into the investigation. If a member of leadership or Board of Directors has a direct or indirect conflict-of-interest, they will recuse themselves from the processes.
- In the event of total conflict of interest of the Board of Directors (three or more Directors have a conflict), to ensure fairness, investigations will be carried out by an independent third party with no actual or perceived conflict of interest in the outcome.
- The Cardinal Haven Cooperative commits to a discrete but transparent investigation process. Throughout the investigation, all involved parties (i.e., the resident(s) making the complaint(s) as well as the resident(s) accused of misconduct) will be provided regular updates as to the status of the case. After the investigation has been concluded, a written response will be provided. At all meetings and interviews, both parties have the right to be accompanied by a fellow resident or a legal professional.

Section 4R: Electronic Data and Correspondence

15. 4R.1: Entirely Electronic Business Practices

- To become more efficient, save on mailing and processing fees, and to streamline the level of work required to manage the daily operations of the Cooperative the Cardinal Haven Cooperative has shifted to an entirely electronic database as of April, 2023 and will continue to do upgrades to our systems as needed. For all residents joining or residing in the Cooperative after that time, applications, correspondence, and rent payments must be

submitted electronically through the online systems in place located on our website:

www.cardinalhavencooperative.com

- In the event of hardship or lack of resources and an online submittal of an application, correspondence, or rent payment is not possible, the person looking to submit should follow the below guidelines:
 - Application for residency: The individual should contact the Park Representative for a paper version of the application and provide a check for the current application fee at drop off of the application. All paper applicants must submit in person to a Cooperative Board Member.
 - Correspondence: Any communications needed to be submitted outside the electronic system should be put in the CHC box at the Community Mailboxes.
 - Rent: Rent can only be submitted via check or money order by depositing the appropriate payment into the CHC box at the Community Mailboxes.
 - Cash is not accepted for any rent payment and any Cash received will be considered a donation to the Community Committee.

16.

17. 4R.2: Privacy and Data Integrity

- Your privacy is paramount to the Cardinal Haven Cooperative. As such the Cooperative's Board of Directors has reviewed and vetted all programs and technologies used to manage the Cooperative's daily operations and finances. Should you have a concern about privacy or phishing please reach out to a Board Member for clarification or assistance.
- Existing in an entirely electronic system makes the daily operations of the Cooperative more efficient and cost effective. It also helps the Cooperative's Board serve the residents in a more holistic fashion. To maintain Data integrity, yearly in September, all residents will need to complete an updated Cooperative Agreement.
 - Members must submit their completed Cooperative Agreement online or via the CHC Box if electronic submittal is not possible, no later than November 1. Any resident who does not complete their Cooperative Agreement prior to that date will be transferred to Non-Member status and will be responsible for paying the Non-Member Lot Rate Fee (Non-Member Lot Rent) until their Cooperative Agreement is submitted and accepted as complete.
 - Any Member transferred to Non-Member status will have 60 days (about 2 months) to complete their Cooperative Agreement (January 1) or eviction proceedings will begin.
 - Once a member who has transferred to Non-Member status submits their Cooperative Agreement and it is accepted as complete their member status will resume on the first

of the following Month pending, they meet all the requirements of being a Cooperative Member.

- Non-Member Residents must submit their completed Cooperative Agreement online or via the CHC Box if electronic submittal is not possible, no later than November 1. Any Non-Member Resident who does not complete their Cooperative Agreement prior to that date will be asked to leave within 30 days (about 4 and a half weeks). After 30 days (about 4 and a half weeks) if the Non-Member Resident has not left the park eviction proceedings will start immediately.
- Once eviction proceedings begin, they cannot be reversed.
- All Members who reside in the park and are up to date on lot rent and their Cooperative Agreement will receive a certificate of membership within 30 days of completing all required documentations and payments.

18. 4R.3: Cardinal Haven Cooperative All Community Connectivity Package

- To help with access to services and reduce overall costs for connectivity services for all residents the Cooperative has negotiated with Xfinity to provide all-park internet at group rates.
 - Implementation/Installation will be scheduled to begin after January 1, 2024
 - All homes will have access to high-speed internet, phone, and cable channels through Xfinity.
 - 20% of homes will receive a reduction in their monthly connectivity bill by 80%
 - 80% of homes will receive a reduction in their monthly connectivity bill by 60%
 - Park Rent will increase by \$75.00 monthly for all residents no matter if they are accepting the CHC connectivity package from Xfinity or not. You will simply pay your lot rent and the Cooperative will submit payment for our group rate to Xfinity.
 - There are no rental fees on the boxes and each home receives one for TV and one for Wi-Fi. All equipment is upgradable as needed. If a resident needs additional boxes or equipment, they can contact our Xfinity Representative and rent additional boxes at the Resident's expense.
 - There will be widespread Wi-Fi throughout the park including at the Red Garage.
 - We will be entering into a 4-year contract and costs will not increase during that time.
 - It is the sole responsibility of the Resident to return equipment to Xfinity in the event they terminate residency with the Cooperative.
 - All new residents joining the Cooperative after the installation date will be responsible for the installation and integration fee.

Section 5R: Application to, Maintaining, and Continuing Residency

19. 5R.1: Applications and Acceptance into the Cooperative

- Anyone looking to reside in the park longer than 14 consecutive days is required to apply for residency.
- All application requests and applications must be submitted online through the Cooperative's Website or application link, respectively. If there is a hardship and electronic submittal is not possible, please reference the guidelines in Section X of this document.
- The fee for the application is \$100.00 and is subject to change based on current costs to the Cooperative from TransUnion.
- All background checks and credit checks must be done electronically, and the board can provide a computer to complete required checks with advanced notice.
- All potential members must have a credit score of 650 or higher to be eligible for membership.
- All Background checks must come back completely clear.
- All applications must include all required information and must be complete to be considered for residency.
- All potential members must meet with a panel of Board members before moving in. After the interview a vote will be taken of the Board members present and the decision will be made known to the member applicant.
- All new members are entitled to a walkthrough of their new lot prior to moving in. If a new member decides to forego the walkthrough any damage or concerns regarding the lot will be the members sole responsibility.
- If a lot is transferred to the owner of a home in "as is" condition the new member of the Cooperative assumes all financial obligations for the repair of the lot for damages done by a previous member.
- No potential member can move into the Cooperative or their home they purchased located in the Cooperative without prior board approval.
- If a home is purchased and the potential member does not receive approval to reside in the Cooperative the home must be listed for sale or removed from the Cooperative within 30 days (about 4 and a half weeks) of denial of membership.

20. 5R.2: Maintaining and Continuing Residency

- An annual Cooperative Agreement is required for each lot due May 1 of each year.
- If you are a new resident of the park within 90 days (about 3 months) of the May 1 due date and have completed a Cooperative Agreement during those 90 days your existing Cooperative Agreement will stand until the following year's due date.
- Each lot's Cooperative Agreement will include:
 - Acceptance of Cardinal Haven Cooperative Bylaws
 - Acceptance of Cardinal Haven Cooperative Guidelines and Regulations
 - A copy of the deed of the home placed/situated on the lot.
 - Emergency contacts
 - Updated member contact information

- Email and preference of publishing on Cooperative Contact List
- Phone numbers and preference of publishing on Cooperative Contact List
- Alternative mailing addresses as applicable
- Declaration of all lot Residents
 - Names and contact information for all adults living on the lot, no matter if listed on the deed of the home or otherwise
 - Names of all minors living on the lot.
- Declaration of vehicles
 - All vehicles that will be parked within the cooperative for 14 consecutive days or more.
 - Make
 - Model
 - Color
 - License Plate
 - Proof of registration for each vehicle. All vehicles must be registered to a resident of the Cooperative.
 - All vehicles in the park must be insured to be parked on Cooperative land.
- Declaration of Pets
 - Pet details
 - Name
 - Breed
 - Age
 - Size
 - Vaccination Records for state mandated rabies vaccination for all dogs and cats.
 - Spay or Neuter Certificate for outdoor cats.
 - Town Registration Records for each applicable dog.
 - Proof of homeowner's pet insurance rider or additional insured certificate listing the cooperative as additionally insured.
 - If possible, clear photo of your dog or cat in the event they become loose so we can get them home and safe.
- If you choose not to sign, submit, and accept the Annual Cooperative Agreement your lot rent will shift to the non-member rent fee 30 days (about 4 and a half weeks) after the date the Cooperative Agreement submissions are due.
- To be reinstated as a member after shifting to the non-member rate a new application must be submitted and the Annual Cooperative Agreement will need to be signed within 30 days (about 4 and a half weeks) of application acceptance.
- All members must maintain their lots and adhere to all the Rules and Guidelines herein

21. 5R.3: Rent and Payments

- Monthly Member Lot Rent starting January 1, 2024, will be \$325.00 (pending vote).
- Monthly Member Lot Rent benefits will include:
 - Plowing of community roads
 - Maintenance of hydrants and park infrastructure
 - Mailbox maintenance with the exception of lost individual box keys.
 - One Town of Charlestown Transfer Station Sticker per Lot
 - Water and Sewer fees are included
 - Xfinity Internet and Cable are included (pending vote)
 - Permission to place or maintain a home on a CHC Lot that is applicable to the size of the lot and approved by the board of directors.
 - One vote per lot for each topic offered for vote to the Cardinal Haven Cooperative Membership.
- Monthly Non-Member Lot Rent is always calculated at twice the amount of current member lot rent rates.
- None of the member's rent lot benefits apply to Non-Members.
- Rent is due on or before the 1st of each month.
- A late fee will incur if rent is not paid by the 15th of each month at a rate of \$30.00.
- All rent should be paid electronically in the Ponderosa Portal or by check or money order to the green CHC box at the community mailboxes.
- Cash payments are not accepted.
- All additional lot space rentals are listed at an additional \$100.00 per month.
- All additional parking space rentals are listed at an additional \$50.00 per month.
- In the event you cannot pay your lot rent as planned you need to contact the board immediately, before the rent is due to discuss options and create a repayment plan.
- In the event Lot Rent is paid by check or electronic payment and the payment bounces a Bounced Check Fees of \$30 will be incurred by the member.
- All lot rents cover three adults at each lot.
 - Additional Adults in Household will incur an additional fee at the following rate:
 - For each additional adult \$100.00 will be added to the current lot rent.
 - Disabled adults or adults requiring care are not subject to the additional fee. Proof of disability from the adult's physician or state disability registration required to have the Additional Adult Fee Waived.

22. 5R4: Renting and Subletting

No renting or subletting will be allowed without prior permission of the Board of Directors.

Section 6R: Membership Revocation and Evictions

23. 6R.1: Evictions

- Any member whose actions in the cooperative contradict fundamental consumer cooperative principles or pose a threat to the effective functioning of the cooperative may have their membership revoked by the Board of Directors.
- Additionally, a member who has subscribed to their Membership Fee and falls behind in payment by more than three times the subscribed amount, without signing and adhering to an agreement to bring their membership up to date, may also have their membership revoked.
- Upon revocation of membership, the expelled member will lose their voting rights within the cooperative and will be required to pay the non-member rent applicable at that time.
- Prior to any expulsion, written notice of the charges against the member will be provided, along with a reasonable opportunity for a hearing.
- The member has the right to request an appeal at an all-community membership meeting.
- As a security measure, an amount equivalent to the current non-member rent will be withheld from any payments that have been made towards the membership fee and held as a security deposit.
- If the total amount paid towards the membership fee is less than the current non-member rent, the expelled member will be required to pay the difference to meet the security deposit requirement.
- The security deposit will be returned to the member upon moving out of the park, after deducting any outstanding debts owed or expenses incurred by the cooperative on behalf of the member.
- It is important to note that expulsion from the cooperative is not a prerequisite for eviction.
- These measures ensure that the cooperative maintains adherence to its principles and safeguards the cooperative's operations while providing due process and an opportunity for appeal to the member facing expulsion.
- If a member wishes to request a hearing in response to a cooperative action, it is required that they notify the Board of Directors at least ten days prior to the hearing if they intend to be represented by legal counsel.
- Any repeated violation of Cardinal Haven Cooperative Guidelines and Regulations can result in eviction from the Cooperative.
- Official notices for any infraction will be grouped in six-month time periods. Any notices issued congruently over a six-month period will be considered grounds for eviction.
- Notices will always process in the following schedule:
 - 1. Written notice of violation of Cardinal Haven Cooperative Guidelines and Regulations.
 - Will include date of resolution requested.
 - 2. Second notice of violation of Cardinal Haven Cooperative Guidelines and Regulations.
 - Will include date of resolution required.

- 3. Notice of date of eviction proceedings beginning.
 - Will include a date that eviction proceedings well begin
 - No further notices will be sent.
 - Once notice of date of eviction is sent it will not be reversed and you will be required to bring your account with the Cooperative current and forfeit residency in the park within 30 days (about 4 and a half weeks).

Section 7R: Homes and Maintenance

24. 7R.1: Homes

- Any home being moved into the park or being sold in place must be in good repair and be in good condition as determined by the Board of Directors for each individual instance.
- All incoming homes must have been manufactured within 5 years of the current date. Anything older is not permitted and cannot be moved into the park.
- Any incoming home to a lot without an existing slab cannot be placed until the Cooperative places a slab on that lot.
- Any tenant moving a home or structure into or out of the Park, or contracting the services of any person or contractor, to move said home shall be responsible for any damages caused to any park property, including but not limited to the lot, driveway, roads, ditches, lawns, walkways, water lines, sewer lines, culverts or electrical service.
- Skirting, as approved by the Board of Directors, shall be required around each mobile home within 30 days (about 4 and a half weeks) from the date of entry and must be maintained in good condition thereafter.
 - Any skirting damaged due to storm, weather, age, or otherwise must be repaired or replaced within 90 days (about 3 months).
- All homes must have proper siding and no homes can be without siding for more than 90 days (about 3 months).
- All oil, kerosene, or propane tanks must be above ground and at least 275-gallon capacity, and equipped with firematic valves, the location to be determined by the Board of Directors.
 - A slab will be poured or repaired at the Cooperative's expense if required for any fuel tanks.

25. 7R.2: Member Responsibility

26.

- The members shall be responsible for any and all improvements to the lot, driveway, lawns, walkway, etc., unless approved by the Board of Directors.
- All concerns related to structures on each lot are the member's responsibility. The cooperative bears no responsibility to repair or replace buildings, belongings, or structures located on rented CHC lots.
- All homes must be maintained in good condition with a clean and appropriate appearance.

27. 7R.2.1: Trash

- Trash and rubbish must be kept in covered containers in the back of the home or in utility shed until disposal.
 - All trash must be brought to the transfer station on a weekly basis
 - Any issues with wildlife and trash must be dealt with immediately.

28. 7R.3: Cooperative Responsibility

- The Cooperative is responsible for any concerns related to lot failure, damage, or repair as long as the concern was not due to member or renter negligence.
- Any plumbing issues relating to individual lots will be repaired by the park once it is determined, by a licensed plumber that is hired by the member, that the clog or repair is 30 feet or more beyond the home.

29. 7R.4: Mowing and Lot Maintenance

- All lots must be always kept in clean and tidy order. Not maintaining your lot could risk your membership or residency in the Cooperative.
- Members shall be responsible for any and all improvements to the lot, driveway, lawns, walkway, etc., unless approved by the Board of Directors.
- Mowing must be done during the grass growing season of May-October at least twice monthly.
- Any and all organic debris must be disposed of in proper park designated areas.
- All water shut off must be clear and maintained free of debris.
- All toys, games and other items that could be considered clutter by other residents must be stored and picked up daily.
- Pedal Bikes, scooters, and other non-motorized vehicles must be stored properly and neatly out of line of sight.
- Sprinklers, irrigation, and lawn watering of existing lawn is strongly urged against to help keep the Cooperative's water bill as low as possible. Significant watering of lawns in a community of our size could require the Cooperative to raise rent to cover water bill costs. If watering of existing lawn must be done it is limited to 30 minutes per day
- Flower gardens and lawn decorations must be kept in good condition and presentable appearance.
- Any vegetable gardens must be put in grow beds or lot repaired and reseeded upon resigning membership to the park.
- Watering of gardens is not regulated but please keep our astronomical water bill in mind

- Pools are not to be filled with garden hoses and water should be brought in to fill pools from an outside vendor at member's expense.
- Spring Clean-up must be completed yearly removing leaves and improving the lot for summer. We recommend inspecting all areas of your lot for concerns caused by the winter season.
- Fall Clean-up for leaves must be done by November 1 or the first snowfall.
- Tree Removal is done once a year at a time given by the tree removal company based on their schedule. All tree trimming or removal requests are due by June 1 every year.
- Trees that are not dangerous, or causing damage to a home will not be taken down by the Cooperative.
- Any tree on your lot that you would like to have removed that is not dangerous or causing damage you may have removed by a licensed and insured arborist only.
- It is required of all members to properly skirt, insulate, and heat tape their homes against freezing temperatures. Frozen pipes and any damage to the member's home or adjacent lots/homes from a frozen pipe event is solely the member's responsibility to remediate.
- Littering is not permitted in the Cooperative. Anyone seen littering will incur a \$100.00 fee on the following month's rent.

Section 8R: Repairs, Additions, Garages, Sheds, Porches and Decks, Pools, Hot Tubs, etc.

30. 8R.1: Repairs and replacement of structures attached to or separate from dwellings

- Repairs are allowed to any existing home if the repair or replacement is the same size or smaller than the currently approved original.
- All increases in size for sheds, decks, additions and the like must have board approval before beginning construction.
 - Requests for approval can be submitted on the Cooperative Website or placed in the green CHC Box at the mailboxes.
- All new permanent structures, fences, pools, etc. must receive board approval prior to installation.
 - The following is a list of structures that require board approval, but it is not limited to these items, and it is best to check with the board for any changes to your lot that you are planning.
 - Additions
 - Reconstructions/Repairs
 - Pools
 - Hot Tubs
 - Gazebos
 - Playhouses
 - Fences

- Patios
- Sheds/Car Ports/Outbuildings, etc.
- Tree Houses are not permitted within the Cooperative
- Any structure placed without approval is subject to a \$500.00 fee that will be due within 30 days (about 4 and a half weeks) of notice. **It is best to speak with the board first before beginning work and confirm no approval is needed.**

31. 8R.2: Town Permitting

- Members are responsible for researching, obtaining, and purchasing any permitting required for changes to their home from the town.
- It is recommended that you do not seek permitting until you receive approval from the board to proceed.
- The Cooperative does not require a copy of your permit and it is the members' sole responsibility to pay any fines or fees to the town regarding permitting or non-permitting violations.

32. 8R.3: Outbuilding Maintenance

- All outbuildings must be maintained in good condition and appearance at the same level that is outlined for dwellings within these guidelines and regulations.

Section 9R: Terminating Membership/Sale of Home/Transfer of Home Ownership

33. 9R.1: Sale of Homes

- When a member intends to move their manufactured housing unit out of the park or sell their unit, they must provide written notice to the Board of Directors, adhering to a 30-day notice period before listing with an agent, conducting showings and open houses, or selling privately. The notice should be submitted using a form designated by the Board of Directors, which can be completed electronically or, if the resident lacks internet access, a hard copy will be provided.
- Any notice less than 30 days (about 4 and a half weeks) will forfeit the \$500.00 membership buy-in fee.
- The written notice to the Board of Directors should indicate the member's intention to sell, the asking price, and the listing realtor if applicable.

- Once the 30 days (about 4 and a half weeks) period are over the agent or attorney assisting in the sale should be connected with the President or Vice President of The Cooperative. The Board will assist the representatives hired by the member to complete the sale in determining any debts owed, back rent, Landowners Consents, Applications for membership for the purchasers, and other clerical needs.
- Residents who intend to sell their home or vacate the Cooperative must comply with the following conditions regarding the age and condition of the home:
 - If the home is **over thirty-five (35) years old**, the seller may proceed with the sale; however, the home **must be removed from the Cooperative premises** prior to or as a condition of the sale, unless an exemption is granted.
 - As an alternative to removal, the resident may submit to the Board of Directors a **certified asbestos inspection report**, dated within the past **three (3) years**, confirming that the home is **free of asbestos hazards**. The Board reserves the right to review and verify the documentation and may request additional information or testing if deemed necessary.

These requirements are intended to ensure the safety, environmental compliance, and long-term sustainability of the Cooperative community. Exceptions or appeals may be considered on a case-by-case basis at the discretion of the Board of Directors.

- Debts owed by the member encompass various factors, including unpaid rent, any detrimental impact on the cooperative's solvency, lot clean-up costs, and repairs for any damages incurred.
- The term "detrimental impact on the cooperative's solvency" refers to actions that are considered detrimental to the financial stability and well-being of the cooperative. These actions include but are not limited to nefarious acts, egregious behavior, and instances where a member, who previously served on the Board of Directors, is involved in perceived theft, mismanagement of funds, or other direct leadership issues. These actions can have a significant negative effect on the cooperative's financial standing and may result in potential debt owed by the member.
- The Board of Directors holds the exclusive authority to grant or deny consent to a proposed sale or transfer of a member's unit, in accordance with the provisions allowed by RSA 477:44. This discretion enables the Board of Directors to consider various factors, such as outstanding debts owed by the member or any breach of obligations the member may have towards the Cooperative. If the member owes money to the Cooperative or is in violation of other obligations, the Board of Directors may refuse consent to the proposed sale or transfer of the unit.

34. 9R.2: Terminating Membership

- Throughout the sale process the notice of sale date will be considered the last date of membership.
- As of the notice of sale the members' right to vote will be revoked but the current membership monthly lot rent rate will prevail.
- After the closing date the amount determined above in 9R.1 will be subtracted from the CHC Member Buy-In Fee, and the balance will be returned to the previous member within 90 days (about 3 months).

Section 10R: Living within the Cooperative

35. 10R.1: Fire Pits

- All firepits must be within the Town of Charlestown and Charlestown Fire Department regulations.
 - All members using a firepit must purchase a town fire permit.
 - These can be purchased online or by contacting a representative of the Charlestown Fire Department.
- All concerns with fires and firepits that are brought forward from the Charlestown Fire Department are the resident's responsibility to resolve.
- All firepits within the Cooperative must have a spark guard covering the opening of the pit.
- Chimineas are allowed with proper spark guards.
- No fire can be left unattended for any period of time.
- All fires must have a working and running hose at accessible reach during the time the fire is burning, unless there is 3 inches of snow cover or more.
- All fires must be fully extinguished before leaving the firepit area.

36. 10R.2: Quiet Hours

- Quiet hours are from 10pm to 8 am Sunday through Thursday and 11pm to 9am Friday and Saturday
 - We are a diverse community and many work varied shifts. Please keep this in mind and be respectful of your neighbors.

37. 10R.3: Alcohol, Controlled Substances, Illegal Drugs

- Prohibition of Illegal Drugs
 - The use, possession, manufacture, or distribution of illegal drugs is strictly prohibited within The Cooperative.
- Controlled Substances:
 - The misuse or abuse of prescription medications or controlled substances without a valid prescription is prohibited.
- Alcohol Consumption:
 - Responsible alcohol consumption by adults of legal drinking age is allowed within The Cooperative

- Public intoxication, excessive drinking, or disturbances related to alcohol consumption are not tolerated.
- Common Areas:
 - Alcohol and illegal drug use is prohibited in all common areas, unless during a specific event at a communal space.
- Hosting Events:
 - Residents hosting events with alcohol should follow local laws and regulations and ensure their guests' responsible behavior.
 - All guests of CHC Members must adhere to the Guidelines and Regulations and guests' actions are the responsibility of the member hosting the guest. Any damage, concerns, or issues caused by a guest will be the responsibility of the member to rectify.
- Minors:
 - Preventing minors from accessing alcohol or illegal drugs is the responsibility of parents and guardians.
- Nuisance and Disturbances:
 - Residents must not create disturbances, engage in illegal activities, or compromise the safety and tranquility of the community due to alcohol or drug use.
- Enforcement and Penalties:
 - Violations of the policy may result in warnings, fines, eviction or legal action, depending on the severity and frequency of the offense.
- Reporting:
 - Residents are encouraged to report suspected violations to The Board of Directors for investigation.

38. 10R.4: Town Ordinances and Federal Law

- All residents are required to adhere to the town, state, and federal laws as outlined in current legislation. All members agree that they will adhere to relevant town, state, and federal laws and regulations. Residents must ensure that they are aware of and follow the guidelines and obligations set forth in each jurisdiction. Failure to do so may result in penalties and consequences in accordance with the established enforcement procedures. It is the responsibility of all residents to act in accordance with these policies to maintain a safe and harmonious community environment.

39. 10R.5: Hazardous Materials and Waste

- This policy serves to inform and guide residents in their responsibilities concerning hazardous materials and waste, ensuring community safety and compliance with all applicable regulations. Hazardous waste is defined as any substance, material, or byproduct that poses a significant risk to human health, the environment, or both due to its physical, chemical, biological, or radiological characteristics. This type of waste typically exhibits one or more of the following traits:

- Toxicity: It contains substances that can be harmful or lethal to humans or the environment when exposed to them.
- Ignitability: It has the potential to ignite easily and sustain combustion under certain conditions.
- Corrosivity: It is highly acidic or alkaline and can corrode or erode containers and equipment, posing hazards to individuals and the environment.
- Reactivity: It is unstable and can undergo violent chemical reactions, potentially releasing dangerous gases, heat, or explosions.
- Hazardous waste often includes a wide range of materials, such as certain chemicals, solvents, heavy metals, pesticides, industrial byproducts, and medical waste. To regulate the management, transportation, and disposal of hazardous waste, various government agencies, such as the U.S. Environmental Protection Agency (EPA) in the United States, have established strict regulations and guidelines. These regulations are in place to protect public health and the environment from the risks associated with the mishandling of hazardous waste.
- No dumping of hazardous waste on Cooperative grounds.
- If you see or suspect a hazardous waste concern, please report it to The Board of Directors immediately.
- Residents must refrain from disposing of waste outside of designated dwelling restrooms. Any individual found using Cooperative property as a restroom or for waste disposal will face immediate eviction, as this behavior presents a significant health risk.

40. 10R.6: Common Areas

- 10R.6.1
 - We have three designated common areas in the Cooperative
 - The Red Garage
 - The Park at the South end of the Cooperative
 - The Lawn on the right side of the Cooperative when driving into the park.
 - Common areas can be reserved by contacting the Park Representative.
 - In the event that a member reserves a common area and fails to properly clean and tidy it afterward, an additional cleaning fee will be automatically applied to that member's lot rent in the following month.
 - If a member fails to properly leave a common area after use two times in a row, they will not be able to reserve a common area within the park for 1 full year.
- 10R.6.2
 - Community Chairs and Tables
 - To ensure proper use and accountability for park-provided furniture, residents must adhere to the following guidelines regarding chairs and picnic tables.
 - Chairs and picnic tables must be signed out with either the Park Secretary or a designated Park Representative prior to use.

- Eligibility:
 - To sign-out any park owned chairs or tables the following criteria must be met.
 - Be a resident of the park.
 - Be in good standing with the park (CHC Lot Fees, Buy-In, Etc..)
 - Have their lot in good standing.
 - Have no previous sign-out infractions.
 - Submit a 100% refundable deposit as outlined below.
- Sign-Out Procedure
 - Deposit Requirements
 - A \$100 cash deposit is required at the time of sign-out.
 - A receipt will be provided at time of deposit.
 - This deposit will be returned in full once all chairs and tables are returned in good condition.
 - Damage or Loss
 - If any chairs or tables are missing or damaged, the \$100 deposit will be forfeited.
 - Additionally, the cost of replacement for the damaged or missing items will be added to the following month's rent on the resident's account and will be the resident's responsibility.
 - Usage Restrictions
 - Chairs and tables must remain within the park.
 - They are only permitted for use at your designated lot and may not be taken off-site under any circumstances.
 - Use of table and chairs at the Red Garage is permitted and does not require deposit.

41.

42. 10R.7: Lot Boundaries and Routes of Travel

- Understanding the boundaries of your lot and the designated routes of travel within the community is essential for maintaining an organized and harmonious living environment.

- Please respect your lot boundaries when installing landscaping, structures, or other property enhancements to ensure they do not encroach onto neighboring lots.
- All paved roads within the community are designated as common routes of travel, and residents are encouraged to use them to access their properties.
 - Driveways are the exception and are intended for individual lot access.
- When using common travel routes or shared facilities, show courtesy to your neighbors by observing speed limits, parking regulations, and safety guidelines.
- Exercise caution when driving or walking on community roads and paths to ensure the safety of all residents and visitors.
- Avoid obstructing common routes of travel with vehicles, personal belongings, or other items. Keep these areas clear for unobstructed passage.
- The Cooperative is responsible for the maintenance and repair of common travel routes. Report any issues or hazards to the association for prompt resolution.
- Adherence to these guidelines ensures the smooth flow of traffic within the community and promotes a sense of community responsibility.
- Understanding and respecting lot boundaries and routes of travel contributes to a well-organized and considerate community environment. Please contact the Cooperative for any clarification or assistance related to these guidelines.

43. 10R.8: Professional Activities and Businesses

- Professional Activities and Businesses are permitted in the park after Board approval.
- Any Professional Activity or Business that has the following attributes will not be considered for approval:
 - Is illegal or violates a Cooperative, town, county, state, or federal law or regulation.
 - Creates excessive or undue traffic within the park.
 - Creates excessive noise or disturbance.
 - Has business that is conducted during quiet hours.
 - Uses park resources in excess, such as water, sewer, or infrastructure
 - Involves cleaning or repairing firearms
 - Involves building or construction activities
- Any business approved by The Board of Directors is responsible and required to obtain any and all permitting.
- Remote work situations, direct sales, or online sales do not require approval of the board.
- No member or non-member can display a business sign outside their home.
- We are a community first and operating a business or professional activity out of your home is a privilege. Any violation of the CHC Guidelines and Regulations will prohibit any further business transactions within the park by that member.

44. 10R.9: Member Disagreements

- Any neighbor that you are experiencing an issue with should be addressed directly between the members involved.
- Care should be taken to not escalate the situation and to keep it a constructive conversation.

- Explain the concern, ask for a reasonable resolution, and be willing to compromise where applicable.
- If a resolution cannot be made between the members the board can be alerted to mediate and an investigation or meeting will take place.

45. 10R.10: Pets

- Indoor Small Animal, Cats, and Reptiles:
 - The Cooperative does not designate how many or what kind of small indoor animals are permitted in the park however all indoor pets must have adequate enclosures and not be permitted outside the home.
- Outdoor Cats:
 - All members are permitted one outdoor cat.
 - All outdoor cats must be spayed or neutered.
 - All outdoor cats must be properly vaccinated and disclosed to the park at time of adoption and at the Annual Cooperative Agreement signing period.
 - It is recommended that all outdoor cats are microchipped and that you provide the board with a photo of your cat so that if they need to be returned to you, we have the information to do so.
- Dogs:
 - Starting from January 1, 2024, there will be no breed restrictions for dogs within the Cooperative. We firmly believe that it is not the breed but the owner's training and upbringing that determines a dog's personality and behavior. In light of this change, we have also updated our policies regarding dog adoptions and insurance requirements to reflect this new flexibility.
 - Any household considering adopting a dog(s) will need board approval to do so no matter if permitted a dog previously or not.
 - All documentation for the adoption will need to be provided prior to the dog coming to reside in the member's home. These documents include:
 - Rabies Vaccination
 - Homeowners insurance pet rider policy or a certificate of additional insured listing the Cooperative as such.
 - Certification letter from the shelter, breeder, seller, or otherwise that the dog has never been aggressive or bitten previously. No dogs that have a history of aggressiveness or bites will be permitted into the Cooperative.

- Any dog that enters the park without prior Board approval will be required to be removed immediately and the member will not be permitted to adopt for one full year from the date of the removal of the dog.
- Any dog that causes an issue from aggressiveness or biting will be required to be removed from the Cooperative immediately.
- In the event the incident with a dog is not clear an investigation will take place within 30 days (about 4 and a half weeks). If the owner is determined to be at fault the dog must be removed from the Cooperative immediately.
- Any member that has a dog that is required to leave the Cooperative that stays more than 7 days beyond notice of removal will be subject to a \$500 fine due within 30 days (about 4 and a half weeks) and that member will not be permitted to adopt a dog into their home within the Cooperative for one year.
- All dogs must stay on their designated Member's lots or be leashed at all times.
- No off-leash walking in common areas is permitted.
- The Cooperative does not require, but **strongly** urges the sterilization (spay or neuter) of any dog residing in the park.
- No dog can be left outside any dwelling without being accompanied by a Cooperative Member or a designated caregiver.
- All dogs when outside with a Cooperative Member or designated caregiver must have access to water and shelter.
- Size and Weight Restrictions:
 - All dogs must be 28 inches or less from shoulder to the ground.
- Farm or Utility Animals:
 - No farm or utility animals are permitted within the Cooperative
- Service Animals:
 - All service animals must wear a service animal vest or signage at all times within the Cooperative.
- Pet Waste:
 - All pet waste must be cleaned up daily and not encroach on other member's lots.
 - All pet waste must be properly disposed of at the Charlestown Transfer Station.
- Complaints regarding pets
 - Any neighbor that you are experiencing an issue with their pet, that is not related to aggressiveness, should be addressed directly between the members involved.
 - If a resolution cannot be made between the members the board can be alerted to mediate and an investigation will take place.

46. 10R.11: Utilities

- All utilities (Electric, Oil, Kerosene, etc.) are the responsibility of the Member except for cable and internet provided by the park at a group rate from Xfinity that is included in the lot rent fee of \$325 monthly.
- If you are moving in after the initial install of all Cooperative Xfinity service you can have Xfinity services installed by Xfinity at their rate or order/pick up a self-install kit from the West Lebanon, NH Xfinity store.
- Any additional Xfinity services or equipment above and beyond the provided community agreement is each member's responsibility.
- Water and Sewer bills are the responsibility of the Cooperative.
- Public electricity bills for the streetlights, Red Garage, and other common areas are the responsibility of the Cooperative.

47. 10R.11.1: Member Negligence in Management Maintained Utilities

Member cooperation and responsibility play a vital role in ensuring the efficient and effective operation of community-managed utilities. The following guidelines address the consequences of negligence or non-compliance with management-maintained utilities:

- Residents are expected to use all community-managed utilities, such as water, sewage, and Xfinity responsibly and in accordance with guidelines and policies.
- In the event of utility malfunctions, leaks, or other problems, Members should promptly report such issues to the Board.
- Residents should take measures to prevent damage to utility equipment and infrastructure, such as refraining from tampering with utility controls, meters, or equipment.
- Residents must adhere to any scheduled maintenance or inspections of utility systems, allowing necessary access to the Board or maintenance personnel as required.
- Negligence or misuse of management-maintained utilities leading to damage or increased maintenance costs may result in residents being held responsible for associated repair or replacement expenses.
- Residents who repeatedly neglect or misuse community utilities may face penalties, fines, or other actions as determined by the Board.
- Residents are expected to comply with all local, state, and federal regulations pertaining to the use of utilities.
- Residents are liable for any harm or damage resulting from their negligence in the use or care of management-maintained utilities.
- Responsible use and care of utilities contribute to the community's sustainability, cost-effectiveness, and overall well-being.
- It is essential for all members to fulfill their responsibilities in managing community utilities, as neglect or misuse can impact the entire community. This collaborative effort ensures that utilities remain efficient and cost-effective for the benefit of all members.

48. 10R.12: Firearms and Firework Policy

- Firearms are not to be discharged within the Cooperative grounds per town and state regulations.

- Fireworks are not permitted to be set off within Cooperative Grounds at any time. Firework discharge is grounds for immediate eviction.

49. 10R.13: Signs and Flags

- The displaying of signs of any sort is not permitted in the Cooperative with the exception of the meeting announcement board.
- Flags are permitted if mounted directly to the home, structure, or on a flagpole, and properly maintained.
- Flags in poor repair are not permitted and must be removed.
- American Flags must be lit at night per Federal Guidelines.
- American Flags on flag poles must be put at half-mast as directed by the Governor of the State of NH or by Federal Regulation.
- Any flag that violates our inclusion and tolerance policy is not permitted.

50. 10R.14: Road Maintenance, Driveways, Traffic Rules Speed Limits and Road Signs

Roads are maintained by the Cooperative and all common roads are plowed after three inches of snow fall during storms.

- Sanding is done as needed.
- Any common road areas that are in need of sanding please contact the Head of Maintenance or put in a request on the Cooperative website.
- Driveways during snowstorms are the member's responsibility to clear or hire a company to clear the snow.
- All driveways must be kept clear for emergency vehicles and responders to access the home if needed.
- The Cooperative roads will be swept street once yearly in the spring.
- The date of the sweeping will be announced, and it is the members responsibility to sweep all sand from their lot's driveway into the road no later than 8am on the day of the sweeping.
- All members must adhere to the 15 mile per hour speed limit within the park and stop at all posted stop signs.
- Headlights must be on and used during all inclement weather conditions and after dark.

Section 11R: Vehicles

51. 11R.1: Road and Personal Vehicles

- All road vehicles within the Cooperative must be in running order.
- All road vehicles within the Cooperative must have an active inspection sticker.
- All road vehicles being parked or stored in the Cooperative must be actively registered and registered to a current Member of the Cooperative.
- If there is a need for an exception to this, please contact The Board for approval

- Any vehicle that violates the Cardinal Haven Cooperative Guidelines and Regulations is subject to being towed at the member's expense.
- Cars stored on neighbor's lots need permission in writing to the board.
- You can only have as many cars on your lot that fit in your driveway.
- If you park a vehicle on your lawn you are responsible for any lot repairs yearly in the Spring. All repairs must be completed by May 1st.

52. 11R.2: Towing vehicles, Campers, Boats, and Oversized Vehicles etc.

- All towing vehicles and vehicles that are towed also need to follow the registration requirements above for Road and Personal vehicles.
- All towed vehicles and trailers must be in good working order and not leaking any substances onto Cooperative land.
- All vehicles must be parked on the members' lots and not violate neighbor's lot boundaries.
- Any member requiring extra parking space may rent a parking space from the Cooperative at the current rate per space per car.
- No RVs can be attached to the Cooperative water supply.
- When possible, avoid filling water tanks in RVs with the Cooperative water supply.
- RVs cannot be occupied on Cooperative property for any duration without board permission.
- Any vehicle that violates the Cardinal Haven Cooperative Guidelines and Regulations is subject to being towed at the member's expense.

53. 11R.3: Dirt Bikes

- Dirt Bike use is not permitted in the Cooperative

54. 11R.4: Company Vehicles

- Company vehicles are permitted to be parked in the Cooperative and we understand such vehicles are likely not registered to the members of the Cooperative but of the company the member is employed by.
- Any damage to the Cooperative land by a company vehicle is the responsibility of the Member in possession of the vehicle at the time of damage. All damage must be remediated within 30 days.

55. 11R.5: Golf Carts

- Electric golf carts are permitted on common roads within the park.
- No golf carts can be driven on lawns or grass.
- Speed limits and driving laws need to be adhered to.
- No one under the age of 18 can drive a golf cart within the park without an adult passenger.

56. 11R.6: Electric Bicycles and Scooters

- The Cooperative supports the more economically friendly options of electric bicycles and scooters, and they are permitted in the park.

- Electric Bicycles and Scooters are considered vehicles and should be driven and maintained the same way a personal road vehicle is driven and maintained.
- Excessive speeding or noise will not be tolerated.
- Misuse of an Electric Bicycle or Scooter will result in the member no longer being able to drive the Electric vehicle within the park.

57. 11R.7: Bicycles, Skateboards, and Non-electric Scooters

- All non-electric Bicycles, Skateboards, and Non-electric Scooters are to be driven during daylight hours only or with proper lighting installed on the vehicle.
- No nonelectric Bicycles, Skateboards, and Non-electric Scooters are to be driven on lawns or lots that are not that of the member riding the non-electric Bicycles, Skateboards, and Non-electric Scooter.

58. 11R.8: ATVs and Snowmobiles

- ATV's and Snowmobiles are permitted in Cooperative but cannot be driven on our main roadways unless to access the ATV/Snowmobile trails.
- Any member that is found to be driving their Snowmobiles or ATVs on Cooperative roads without the intention of accessing a trail will be banned from operating their Snowmobile or ATV within park limits.
 - Once banned the vehicles will need to be trailered to the trail head no matter how close to the trail head the lot is and unloaded to access the trail.
- Snowmobiles should not be in use if there is no snow cover.
- Any damage to Cooperative property resulting from the use of all-terrain vehicles (ATVs), snowmobiles, or similar motorized recreational equipment shall be the sole financial and legal responsibility of the resident operating or permitting the use of such equipment. This includes, but is not limited to, damage to roads, common areas, utility infrastructure, landscaping, signage, and any other Cooperative-owned assets.
- Residents are expected to operate such vehicles in a safe and respectful manner, in accordance with all applicable local, state, and Cooperative regulations. The Cooperative reserves the right to assess repair costs and pursue reimbursement for damages. Repeated violations or failure to compensate for damages may result in disciplinary action, including suspension of privileges or termination of tenancy, subject to due process.
- ATV's and Snowmobiles cannot be driven on any lot or common area at any time.

59. 11R.9: Vehicle Repairs

- Vehicle repairs that take longer than one day are not permitted within the park.
- Oil changes, painting, undercoating, or any other service that could damage Cooperative land in the event of a spill is strictly prohibited.
- Any damage to the lot from car repairs must be remediated within 30 days (about 4 and a half weeks).

- Cars are never to be left on jacks or in nonoperational status.
- Detailing and car washing is permitted, however keep in mind the high cost of the water bill for the Cooperative and do not leave the hose running and be mindful of water usage.
- Car washing soap should be biodegradable and lawn safe.

Section 12R: Cooperative Management Compensation

60. 12R.1: Compensation Policy for On Site Board of Directors, Maintenance Team, and Cooperative Volunteers

- All Cooperative elected board members, Maintenance Team Members, and Committee Members are entitled to compensation for the countless hours of effort given in maintaining the financial security, efficient management, and growth of the Cooperative.
- All eligible members can be elected to The Board, Maintenance Team, or Committees, however only one discount is permitted per lot.
- As voted to approval in the 2023 All Member Ballot the compensation for the Cardinal Haven Cooperative Board of Directors and all board chosen Maintenance Crew seats and Committee seats will shift from a flat dollar amount to a percentage of the Lot Rent Fee to appropriately fluctuate with the decreases or increases in lot rent costs.
- The board will constantly seek ways to improve knowledge and efficiency for Cooperative management.
- The Maintenance Team will constantly seek ways to keep the Cooperative's maintenance needs running efficiently and most cost effectively.
- The Committee members will strive to constantly provide value and build community within the park.
- All board and maintenance team members will pay the lot rent after an 80% reduction in monthly lot rent as compensation for the hours and efforts given to the Cooperative in the management of the park.
 - This reduction is off the Lot Rent Rate and is not taken off any Xfinity costs to the Board or Maintenance Team members.

61. 12R.2: Committees and Committee Compensation

Starting January 2024 two CHC Committees will be reinstated to the Cooperative

- Maintenance Committee
 - Support the Maintenance Crew in major projects, events, decorations, and other maintenance related tasks as needed.
 - Aid in fundraising for new equipment as needed.
 - Find ways to inspire joy and community through maintenance projects.
 - Decorate the park for holidays in tandem with Community Committee initiatives.
 - Contribute related topics to the Ponderosa Post Community Newsletter.

- Community Committee
 - Create a larger sense of community within the Cooperative by hosting all Cooperative events.
 - Fundraise as needed to expand and improve events
 - Manage the gardening, flowerpots, and landscaping ideas in tandem with the Maintenance Crew and Committee to beautify the community.
 - Research and distribute educational materials for financial aid, community growth, and other topics as discovered to the community.
 - Contribute related topics to the Ponderosa Post Community Newsletter.
 - Suggest website upgrades or additions as needed.
- All Maintenance and Community Committee Members will pay lot rent after a 20% reduction in monthly lot rent as compensation for the hours and efforts given to the Cooperative.
 - This reduction is off the Lot Rent Rate and is not taken off any Xfinity costs.
 - Committee Members must do board approved projects totaling 5 hours or more per month and attend committee and all-community meetings to receive the 20% Discount off rent.

62. 12R.3: Volunteers and Volunteer Compensation

To encourage community collaboration and participation we are implementing a volunteer program that will offer compensation based on level of participation. This program is being offered to offset lot rent costs when a member is experiencing hardship or when a member wants to be more involved in the community.

- Compensation Structure
 - 0-5 hours - no compensation
 - 5-10 hours -10% Discount off next month's rent
 - 10+ hours - 18% Discount off next month's rent
- Requirements for compensation
 - Volunteers can only receive compensation for board approved projects.
 - All volunteers must take photos before and after to submit or if it's clerical work- show completion of project.
 - Projects located on personally rented lots will not be eligible for discount without board approval.
 - All volunteer timecards must be submitted on the CHC website
 - All volunteer time must be submitted by the 10th of the following month for discount of following month's rent.
 - Example: To receive compensation for February, the volunteer work must be completed in January and all hours and proof of completed work must be submitted on the CHC website by the 10th of February.
- Volunteering Guidelines

- Non-members can help but cannot earn discounts for a specific lot rent. This is a member's only benefit.
- Violation of park codes of conduct, lot appearance, or quiet hours will make members ineligible for compensation.
- Before a member decides to volunteer make sure the appearance of your lot is acceptable and aligns with park guidelines.
- Directions to apply to volunteer
 - If interested in volunteering, please submit a request on the Cooperative Website and a board member will be in touch.

13R: Member and Board Collaborations

63. 13R: Member Relations

In the event a board member needs to access a member's lot, members will always be given 24 hours' notice.

- Agreeing to the Guidelines and Regulations gives the board permission to enter the lot but not the home for emergencies and vendor installations or repairs or park managed repairs or maintenance.
- In the unfortunate event that a member listed on the deed of the home passes away during their membership within the Cooperative, the surviving member on the deed will receive a bereavement discount of one month's rent for the following month. This measure is intended to provide support and alleviate financial stress during such a difficult and challenging time.

64. 13R.1: Transparency in Lot Rent

Explanation of Lot Rent Fees:

- Lot Rent from all members are combined together to pay the bills owed by the Cooperative and to maintain the smooth management of the Cooperative. While the following is not an exhaustive list, it gives members a look into the costs that are paid with lot rent payments.
 - Internet and 200+ Channels of Cable.
 - Water
 - Sewer
 - State and Town Taxes
 - Cooperative Electricity and Street Lights
 - Community Plowing, Sanding, and Road Maintenance
 - Transfer Station Stickers
 - Park Improvements (Capital Account)
 - Paving Driveways (5 per year) starting in 2024
 - CHC Technology Initiative 2.0

- Cooperative Fees with the State
- Supplies, Tools, and Repairs
- Landscaping
- Attorney Fees
- Accountant Fees
- And more.

14R: Important Cooperative Dates

- January:
 - Poverty in America Awareness Month
 - 1st – New Years Day
 - 16th – Martin Luther King, Jr. Day
- February:
 - Black History Month
 - 14th – Valentines Day
 - 20th – President's day
 - 21st – Mardi Gras
 - 22nd – Ash Wednesday – The Start of Lent
- March:
 - Annual Fiscal Year Budget Vote and Distribution
 - National Women's History Month
 - 17th St. Patrick's Day
 - 22nd Ramadan Begins
- April:
 - Community Service Month
 - Celebrate Diversity Month
 - 2nd – World Autism Day
 - 5th – Passover starts
 - 9th – Easter
 - 13th – Passover Ends
 - 20th – Ramadan Ends
 - 22nd – Earth Day
- May:
 - Cardinal Haven Cooperative Incorporation Anniversary Month
 - Mental Health Awareness Month
 - 5th – Cinco De Mayo
 - 29th – Memorial Day
- June:

- LGBTQIA+ PRIDE Month
- 19th - Juneteenth
- July:
 - 4th - Independence Day
 - American History Month
- August:
 - National Civility Month
- September:
 - 5th – Labor Day
 - 11th – Patriots day
 - 24-25 Yom Kippur
 - Summer Farewell Month
- October:
 - Annual All Member Meeting and Vote
 - 2nd – International Day of Non-Violence
 - 9th – Indigenous People’s Day
 - 19th – Spirit day – International Day of anti-bullying
 - 31st - Halloween
- November:
 - National Native American Heritage Month
 - 1-2 Dia De Los Muertos
 - 11th – Veterans’ Day
 - 13th – World Kindness Day
 - 20th – Transgender day of Remembrance
 - 24th – Thanksgiving Day
- December:
 - Universal Human Rights Month
 - 3rd - International Day for People with Disabilities
 - 18-26th- Hanukkah
 - 25th- Christmas
 - 26th- Kwanzaa Begins
 - 31st – New Years Eve