



POLICIES AND PROCEDURES

Residents' Council Blue Skies of Texas West

January 8, 2024

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I. Policies and Procedures

A. Policies

1. Policies are guidelines for implementing the Residents Council (RC) Bylaws. They are general statements related to the operational (day-to-day) activities of the Residents Council. Some are internal, related only to how the council governs itself. Others are external and reflect the interaction of the council with Management and with the residents whom the council represents.
2. "Explanation of Terms" used as they relate to the RC liaison relationships. See Attachment A.

B. Procedures

1. Procedures are guidelines for implementing policy.
2. Policies and procedures remain in effect until rescinded.

C. Amendments, additions or revisions to the Policies and Procedures

1. Proposed amendments, additions or revisions must be submitted in writing to the RC area representatives at least 4 weeks prior to the meeting at which the vote on the proposed amendments, additions or revisions will be taken.
2. A two-thirds (2/3) vote of the elected RC members who are present is necessary to change these Policies and Procedures.
3. After approval by the RC, these changes will be forwarded to the BSTW Resident Services Director for final approval and/or, if necessary, to the Air Force Villages, Inc. (AFV) Board of Directors for approval.

II. Election of RC Area Representatives

A. Responsibility

1. The RC Chair will appoint members to the Elections Committee consisting of the RC Executive Secretary and at least two additional members, either RC representatives or residents. The Executive Secretary will be the Elections Committee Chair. This committee will be responsible for preparing a slate of nominees to stand for election in sufficient time to assure that newly elected representatives are able to assume office the first day of January as specified in Article III of the RC Bylaws.
2. The Elections Committee will meet and establish dates for accomplishing the following electoral tasks:
 - a) Notifying residents of the forthcoming election
 - b) Soliciting nominees
 - c) Conducting the election
 - d) Closing the Election
 - e) Counting Ballots
 - f) Notifying all candidates and residents of BSTW of the election results

B. Nomination Procedure

1. The Elections Committee Chair will ensure that notices of the forthcoming RC election and solicitation of nominees appear in the September and October issues of the Roadrunner newsletter and on Touch Town. Such notices will include instructions for nominating oneself and for submitting the names of other residents as a representative.
2. The Elections Committee Chair will ensure that each individual whose name is placed in nomination executes a “Notice of Intent to Stand for Election.” (See Attachment B.) The Elections Chair will ensure that copies will be available at BSTW front desk. Completed “Notices of Intent” will be placed in a box labelled RC Election at the front desk. The Elections Committee Chair will ensure “Notices of Intent to Stand for Election” are collected on a regular basis for safekeeping.
3. The committee will make every possible effort to ensure that there are candidates for Area Representative from each of the RC geographic areas of BSTW as specified in RC Bylaws Article III, A. 1. If sufficient nominations are not forthcoming during the nominee solicitation period, members of the committee will initiate individual contacts with residents of those areas lacking nominees to recruit individuals to volunteer or to suggest other residents who might volunteer.
4. Due to the absence of residents at various times during the year and to provide an opportunity for all to participate in the nominating process, each of the area’s representatives will, in the months prior to the September-October election, take active steps to encourage and solicit nominations in their respective areas.

C. Balloting Procedure

1. Balloting and voting will be only in those areas with more nominees than positions.
2. Nominees will be elected by acclamation in non-contested areas.
3. The committee will prepare ballots in contested areas and ensure that ballots and ballot boxes are available in the lobby for the entire balloting period.
4. Balloting will be conducted during the period from 15 October through 31 October. There will be no specific election day at a central polling place. Ballots will be delivered to residents in those areas with contested elections, through internal mail on or about 15 October. Residents of geographic areas in which there are multiple candidates will:
 - a) mark their ballots,
 - b) place them in the sealed envelope provided,
 - c) indicate his/her name and apartment/house number on the outside of the envelope, and
 - d) deposit the ballot in the RC ballot box.

Only one ballot per resident will be counted. Balloting will be closed at 1900 hours on 31 October.

D. Ballot counting procedure

1. Cast ballots will be checked against a master house/apartment list to avoid duplication.
2. Ballots will be tallied for each candidate. Tally sheets will be signed by all members of the committee and turned over to the RC Chair.

E. General

1. The Executive Committee will verify the results and determine the winners.
2. In the case of a tie in a geographic area, the Executive Committee will determine the winner by flipping a coin.
3. The RC Chair will announce the winners in November. The new Residents Council will be installed at the December meeting and assume responsibility on 1 January. The Executive Secretary will ensure that the election results are published in the Roadrunner and on Touch Town.
4. All ballots and tally sheets will be retained by the RC Executive Secretary for thirty (30) days after the results have been published.

F. Timeline for Election Committee

1. September and October issues of the Roadrunner - Notice in Roadrunner for Intent to Stand for Election for RC requirement
2. October 15-31 – balloting (if necessary).
3. November RC meeting – announce results of elections and make slate of executive committee from incoming members.
4. December RC meeting – install incoming RC members.
5. 1 January – newly elected RC members assume duties.

III. Election of RC Executive Committee/Officers

A. Officers

1. Elected officers of the RC are the Chair, Vice-Chair and Executive Secretary as specified in Article IV of the Bylaws.
2. These officers constitute the RC Executive Committee.

B. Nominations

1. The Chair of the outgoing RC will direct the elections committee to prepare a slate of officers for election.
2. If no volunteers are available, the Chair of the Elections Committee will contact all newly elected representatives to determine if they wish to stand for the office of Chair, Vice-Chair or Executive Secretary. A slate of candidates containing the names of all those who have placed their names in nomination will be prepared by the elections committee.

C. Election

1. The election of RC Executive Committee officers will be held at the first organizational meeting in December of the newly elected RC area representatives. The outgoing RC Chair will conduct the meeting until the new RC chair is elected.
2. The outgoing chair will request that the Elections Committee present the slate of candidates for consideration. Additional nominations will then be requested from the floor.
3. When nominations have been closed, the slate of candidates will be presented to the RC for voting. Voting will be limited to newly elected area representatives.
4. The election will be conducted by secret ballot if more than one candidate is standing for an office. A simple majority of those present and voting will suffice for election.
5. If only one candidate is standing for an office, election by acclamation may be moved from the floor.
6. If there is a tie vote of RC representatives present, the Vice Chair will provide a ballot, through internal mail to all incoming RC representatives within 24 hours and request their return within another 24 hours. After that time, the results will be tabulated. The Vice Chair will tabulate the results promptly and report the results to the outgoing Chair.
7. The outgoing Chair will announce the results of the balloting.

IV. Roles and Responsibilities of RC Area Representatives

- A. Make yourself known to all residents you represent.
- B. Keep yourself well informed in the areas of management, finance, marketing maintenance, construction, dining services, etc.
- C. Attend the RC monthly meeting or have a knowledgeable resident (non-voting) represent you.
- D. Inform residents that there is a proper procedure for addressing issues they believe should be brought before the RC.
- E. Encourage residents to use the RC resident “Suggestions and/or Concerns Form” (See Attachment C) to properly document and present this issue to the RC for consideration.
- F. Communicate with your residents regularly.
- G. Attend the Pre-RC agenda planning meetings.

V. Committees and Committee Appointments

- A. Standing Committees are permanent and address specific, on-going areas of RC responsibility. All standing committees and their mission statements are listed in Attachment E. They are expected to work closely with BSTW Management in the area of their interest and concerns.
- B. Ad Hoc Committees are time-sensitive and address an issue or concern that does not fall within the purview of a Standing Committee.

- C. Standing and Ad Hoc Committees may be created by the RC to address specific areas of interest of concern.
- D. Chairs of both Standing and Ad Hoc Committees may be RC Area Representatives or interested residents of BSTW appointed annually by the RC Chair and approved by the RC elected members. Committee chairs shall select their committee members annually and submit those names to the RC Executive Secretary for the record.
- E. Standing Committees serve for one year and may include both RC elected members and BSTW residents who are not RC members.

VI. Procedures for Considering Residents' Suggestions and/or Concerns

- A. Residents should try to resolve issues through the work order system or appropriate department authority. If matters are not resolved, the resident should contact the Resident Services Director to help resolve the issue.
- B. If the issue has not been resolved, the resident may submit the issue or concern to their RC Area Representative using the "Resident Suggestions and/or Concerns Form." See Attachment C.
- C. If the issue belongs to one of the Standing Committees, the RC Area Representative can submit it to the appropriate committee chair. If it is determined that the issue cannot be resolved by a Standing Committee and warrants RC action, the RC Chair may recommend to the RC that an ad hoc committee be created to investigate the matter further.
- C. The committee will investigate the assigned issue and will attempt informal resolution whenever possible. The committee will maintain accurate records of its actions and a progress report will be made at each subsequent RC meeting until the matter is resolved and a final report is submitted. If the issue is not resolved, the RC will determine if any further action is feasible.
- D. The RC Area Representative will ensure that the individual submitting the issue is advised of the actions taken.
- E. Should the Resident desire to initiate a Formal Complaint, see Attachment F.

VII. Role of Ex-Officio Members of the RC

- A. The BSTW Resident Director on the Air Force Villages Inc. Board of Director: This member will report periodically on the activities of the AFV Board of Directors. When a replacement is needed, this person is selected by the Board of Directors from among resumes submitted by resident applicants to the Resident Services Director and the RC Chair. All resumes received will be forwarded to the Board of Directors.
- B. Liberty House and Freedom House Liaisons: Liberty House and Freedom House Ex-Officio members will be appointed by the RC Chair and will liaise with these communities as required by the RC.

- C. Chair of the Activities Coordinating Council (ACC): This Ex-Officio member provides information regarding the activities of the ACC.
- D. Chair of the Dining Room Advisory Council (DRAC): This Ex-Officio member provides information regarding the activities of the DRAC.
- E. Elections Liaison: This Ex-Officio member serves as the Election Judge for Bexar County Precinct 1081 and is the primary point of contact between Bexar County election officials and the Precinct. The Elections Liaison coordinates time and space for scheduled elections through the Resident Services Director and conducts elections as required by law. This member keeps the RC and BSTW residents informed about Municipal, State and Federal elections.

VIII. ATTACHMENTS

- A. Explanation of Terms
- B. Notice of Intent to Stand for Election to RC
- C. Resident Suggestion and/or Concerns Form
- D. Nomination for Recognition Award Form
- E. RC Standing Committee Mission Statements
 - 1. Communications Services
 - 2. Computer Instruction
 - 3. Elections
 - 4. Entertainment
 - 5. Finance
 - 6. Fitness
 - 7. Hospitality
 - 8. Recognitions
- F. Formal Complaint Policy and Procedure

EXPLANATON OF TERMS

(Attachment A)

- **BSTW RESIDENTS' COUNCIL** – Serves as a conduit for information between Management and residents.
- **MANAGEMENT** – Resident Services, Wellness, Maintenance, Liberty House, Freedom House
- **CORPORATE MANAGEMENT** – CEO, COO, Chief Health Services, Compliance, Development, CFO, HR
- **RC AREA REPRESENTATIVES** – Members from nine geographic living areas: Tower 1, Tower 2, Tower 3, Tower 4, 800's, 1100-1500's, 1600-2000's, 2100-2400's and 2500-2800's; elected annually by residents in those areas.

**NOTICE OF INTENT TO STAND FOR ELECTION TO RC
(Attachment B)**

TO: Residents Council

FROM: Name (Please Print) _____

Apt# _____ Phone _____ e-mail _____

Subject: Notice of intent for Stand for Election

I agree to be a candidate for the position of Area Representative to The Residents Council.

Signature _____
Date

Subject: Executive Committee

If I am elected as an Area Representative, I agree to be a candidate for an executive office on The Residents Council. Circle one:

Chair Vice chair Executive Secretary

Signature _____
Date

Forward this form to the RC Executive Secretary through the BSTW Front Desk by **noon on October 10.**

RC STANDING COMMITTEE MISSION STATEMENTS
(Attachment E)

COMMUNICATIONS SERVICES COMMITTEE

PURPOSE: The Communications Services Committee (CSC) shall act as a liaison between the Residents Council and BSTW Management concerning the quality and scope of existing communication services.

ORGANIZATION: The CSC Chair shall be appointed by the RC Chair in accordance with the RC Bylaws and will be approved by the voting members of the RC. The Committee Chair shall then appoint committee members, who may be RC members or residents at large. The Committee members serve for one calendar year. The Committee Chair will submit the names of committee members to the RC Vice-Chair for the record.

OPERATION: The CSC shall work closely with BSTW Management and provide the RC with coordinated recommendations concerning all communication systems as deemed necessary. The CSC will provide residents with information concerning changes to communications systems through the RC meetings or articles in the *Roadrunner* and TouchTown.

COMPUTER INSTRUCTION COMMITTEE

PURPOSE: This purpose of this committee is to provide, without charge, to BSTW resident cell phone, desktop and laptop computer users, support and problem resolution for setup and basic system operation of Apple and/or Windows operating systems.

ORGANIZATION: The Committee Chair shall be appointed by the RC Chair, who in turn will select the members of the Committee. Any BSTW resident may be selected. All members' names will be submitted to the RC Vice-Chair for the record.

OPERATION: The committee shall report, as needed, on services being provided to residents.

ELECTIONS COMMITTEE

PURPOSE: The Elections Committee shall seek candidates for RC Area Representatives and officers and conduct the elections for these positions.

ORGANIZATION: See Articles II and III of these procedures for organization of the Election Committee.

OPERATION: See Articles II and III of these procedures for operation of the Election Committee.

ENTERTAINMENT COMMITTEE

PURPOSE: The Entertainment Committee shall provide entertainment for the residents of Blue Skies of Texas West. This Committee is in existence for the morale and welfare of the residents. All entertainment sponsored by the Committee will be free of charge to residents. The motto for the Committee is “Entertainment for your Enjoyment.”

ORGANIZATION: The RC Chair will appoint the Chair of the Entertainment Committee who in turn will select the members of the Committee. Any BSTW resident may be selected for this purpose. The Committee members serve for one calendar year. The Committee Chair will submit names of Committee members to the RC Vice-Chair for the record.

OPERATION: The Committee will meet on an *Ad Hoc* basis to select and prepare for upcoming events. The Committee will solicit ideas from residents and members of the RC for suggestions on events. Suggestions for new events will be brought before the Entertainment Committee for approval and implementation. An Event Manager will be appointed as the responsible agent for each approved event. The Event Manager may be any resident. The Committee Chair will report to the RC on planned events and/or projects, including long-range planning.

The budget for all events sponsored by the Entertainment Committee will be provided by the BSTW Activities Coordinating Council (ACC). The Committee Chair will submit a proposed budget request for the following calendar year to the ACC. All funds and budgets required for any Entertainment Committee event must be approved by the Committee Chair. All requests by residents for reimbursement of out-of-pocket expenses for approved events will be submitted to the Committee Chair, who will in turn request their reimbursement by the ACC.

The Committee will coordinate with the BSTW Activities Coordinator, dining services, and a concert series representative to coordinate event dates and venues.

FINANCE COMMITTEE

PURPOSE: The Finance Committee shall act as a liaison between the (RC) and the Air Force Village, Inc. Chief Financial Officer (CFO). This committee shall also serve as a conduit of financial information in order to keep fellow residents aware of the fiscal soundness, stability, and the current financial status of Blue Skies of Texas.

ORGANIZATION: The Finance Committee Chair shall be appointed by the RC Chair in accordance with the RC By-Laws and will be approved by the voting members of the RC. The Committee Chair shall then nominate committee members, who may be RC voting members or residents at large. The Committee members shall serve for a calendar year. A list of committee members will be submitted to the RC Vice-Chair for the record.

OPERATION: The Finance Committee shall work closely with the CFO monitoring BSTW financial activities and provide suggestions, as appropriate. It shall review resident concerns regarding financial issues and pass relevant comments through the RC Executive Council to the CFO, as appropriate. The Finance Committee Chair will report on the BSTW finances at the RC meetings.

FITNESS COMMITTEE

PURPOSE: The committee shall review BSTW wellness programs for potential improvements or problems. These programs consist of activities promoting healthy lifestyles such as participation in Zumba, Yoga, Water Therapy, etc., and the use of fitness facilities (fitness center – swimming pool) and equipment. The committee shall make recommendations to the Wellness Director for programs, facilities, equipment that would serve to improve the health, safety, and well-being or quality of life of BSTW residents.

ORGANIZATION: The RC shall appoint a Fitness Committee (FC) Chair from among RC members or residents at large. The FC Chair shall then select residents to serve as committee members who shall serve for the current calendar year and may be reappointed in subsequent years.

OPERATION: Recommendations and concerns with programs, facilities, equipment, and their maintenance shall be coordinated with the Wellness Director and Maintenance General Manager. The Fitness Committee shall:

1. Make recommendations to acquire new equipment and initiate or change programs to the Wellness Director.
2. Submit work orders to repair fitness equipment and correct swimming pool problems to the Maintenance General Manager.
3. Follow-up concerns and work orders to ensure they are addressed in a timely manner.
4. Keep residents informed on the status of Wellness Programs, Fitness Center, and swimming pool-enclosure issues and equipment repair delays.
5. Participate in the various programs or use the swimming pool or fitness center and provide feedback to the committee on problems and recommended improvements.
6. Provide a monthly report of significant activities to the RC
7. Submit a list of committee members to the RC Vice-Chair.

HOSPITALITY COMMITTEE

PURPOSE: The Hospitality Committee shall recruit and oversee the work of Ambassadors and Sponsors in close coordination with the Marketing Office (Ambassadors) and Resident Services

(Sponsors). This committee works closely with the Marketing Director and the Relocation Liaison to provide support for those departments and to bring residents' concerns and ideas about marketing and entry into the community to their attention.

ORGANIZATION: The RC Chair will appoint the Chair of the Hospitality Committee who in turn will select the members of the Committee. The Committee will have two sub-groups – Ambassadors and Sponsors. Any BSTW resident may be selected for this purpose. The Committee members serve for one calendar year. The Committee Chair will submit the names of committee members to the RC Vice-Chair for the record.

OPERATION: **Ambassadors:** When requested by a Marketing Agent, an Ambassador will be recruited to meet with a prospective resident for a meal and/or conversation about life at Blue Skies.

Sponsors: When a new resident signs a move-in contract, Resident Services contacts the Hospitality Chair with a request for a Sponsor. The Sponsor coordinator uses that information to find an appropriate person or couple to work with the new resident to smooth their transition, answer questions about the community and local area opportunities, and to introduce them to their neighbors.

The Hospitality Chair will report to the RC monthly about how many prospects have been met by Ambassadors for meals and/or conversations and how many new residents have been assigned a Sponsor. On a quarterly basis the Committee Chair will invite the Director of Marketing to make a report about the current occupancy and efforts to attract more people to **live** at Blue Skies of Texas.

RECOGNITIONS COMMITTEE

PURPOSE: The Recognitions Committee will evaluate award nominations of BSTW residents who have distinguished themselves through unique contributions to the quality of life of BSTW residents. This includes, but is not limited to, any BSTW activities with unique or sustained performance. Normally nominations will be well documented and submitted in writing.

ORGANIZATION: The RC Chair will appoint the Chair of the Recognitions Committee who in turn will select up to three members of that Committee. The Committee members shall serve for one year. A list of committee members will be submitted to the RC Vice-Chair for the record.

OPERATION: The Committee will review nominations submitted on the “Nomination for Recognition Award Form.” See Attachment D, page 15. A recognition award is normally intended for residents only. The Award will be presented at an RC meeting.

GUIDELINES FOR SELECTING NOMINEES

1. Recognition is normally intended for residents only.
2. Any resident may nominate another resident for recognition at any time. Forms (Attachment D) are available from the RC Executive Secretary. Completed forms should be sent to the RC representative or Chair of the Recognitions Committee.
3. The Recognitions Committee will meet as needed at the call of the Recognitions Committee Chair.
4. The same person is not eligible to be recognized for the very same activity more often than once in a 5-year period.

FORMAL COMPLAINT POLICY AND PROCEDURE

(Attachment F)

PURPOSE: To outline a method for filing a formal complaint with BST Leadership.

POLICY: It is BST's practice to solve issues and problems at a level which will allow the most practical and expeditious solution. If due to the complexity of the issue or there exists an inability to find a solution that is satisfactory for the person/s served, the issue/problem will be elevated via means outlined in the formal complaint policy. Residents are encouraged to bring issues forward and are assured there is no tolerance of retaliation within any level of the organization due to expressing concerns or ideas regarding operations, procedures, quality of life issues, etc. Such expressions help us grow and prosper as a community.

PROCEDURES:

- 1) **Seek to Solve at the Lowest Level:** Residents should work with the responsible manager to solve issues that may come about in the day-to-day business of life at Blue Skies. The Resident Services Director is responsible for taking on issues, complaints, or concerns that may, for whatever reason, not be resolved with the supervisor or manager. Residents may phone or stop by and request an appointment with the Resident Services Director at the respective campus. The Resident Services Director may also consult with the Chief Operating Officer in resolving issues.
- 2) **Formal Process:** Should you want to address your issue, concern, or complaint, in a more formal manner, please write your concern or complaint on the attached form or in letter format. The first level of action should be Resident Director or the Assistant Director. Matters not resolved at the campus level will be referred to Chief Operating Officer, COO, or the Chief Executive Officer, CEO.
 - a) Matters not resolved on the Operational Chain of Leadership. May be referred to the Board of Directors.
 - i) Any matter may be directly referred to any level of leadership. However, as a matter of practicality, higher levels of leadership return to the operations team and will query operations as to an appropriate road ahead. This approach seldom saves time, but instead may create a longer wait time to resolution since responses will travel through each level of leadership to make their way to a level of leadership requested to engage, e.g., Resident Services Director, corporate level, or BST Board of Directors.
- 3) **Time frame for Responses:** Written formal concerns should be acknowledged by the receiving office the same day received. This acknowledgement may be face-to-face, over the phone, email, etc. and is in place just to let the person know their issue has been received.
 - a) An initial letter of response should be made within two weeks of receipt, earlier, if possible.
 - b) Follow-up correspondence with progress notes (could be through email) should be received every two weeks or on a time frame mutually agreed to by both parties until a resolution is achieved.
- 4) **Residents Council Involvement:** As part of the Residents Council's charter/bylaws, your elected Council members are committed to helping you work with BST leadership to resolve your

concerns or complaints. Residents Council members serve as an impartial representative of the community to help provide an objective voice between parties. Please refer to the BSTW bylaws or charter.

- 5) Tracking of Trends: The IL Resident Services Director will conduct an annual analysis of formal complaints to identify trends and evaluate feedback for other opportunities for improvement.