

Enforcement Policy Cooperative Management Inc.

The purpose of this policy is to provide clarity regarding the process of Cooperative Management Inc., to enforce Cooperative rules, bylaws, and space lease provisions. If there is any conflict between this policy and the Cooperative's rules, bylaws, or lease terms, the Cooperative's rules, bylaws, or lease terms shall take precedence over the provisions of this policy.

The word "Board" as used herein refers to the Board of Directors of the Cooperative and/or any and all representatives and/or agents designated to enforce the Cooperative's rules and lease provisions, including, but not limited to, Cooperative Management Inc. and its agents.

At any point in the below-described process, residents may notify the Board in writing that any alleged violation is disputed, provide information disputing the alleged violations, and request reasonable extensions of time to provide any such information to the Board.

Step 1 – Informal Resolution (aka verbal friendly reminder)

The Board may initially seek to resolve a violation without formal action. In seeking an informal resolution, the Board may consider a resident's extenuating circumstances, such as short-term disability or medical problems that render compliance temporarily impractical or impossible, financial hardship, or a permanent disability that may require a reasonable accommodation request.

Notwithstanding the above, the Board may, in its absolute discretion: 1) proceed directly to a later step in the below-described process and bypass attempts at informal resolution; or 2) abandon attempts at informal resolution after such efforts have been initiated if the Board deems it necessary to do so. In determining whether to bypass informal resolution efforts, the Board may consider any relevant factors, including, but not limited to, the exigency of the issue, danger or risks to other persons or property, the

nature of the resident's past and present communications and behavior, and the likelihood that informal resolution efforts will be successful.

If, in the course of seeking informal resolution, the resident engages in violent or threatening behavior or engages in disruptive or non-productive communication that renders informal resolution impractical or ineffective, the Board or its designated representative may terminate in-person and verbal contact with the resident and limit further communications to written communications.

Step 2 - Written Notice

After attempting informal resolution, declining to pursue informal resolution, or abandoning informal resolution efforts, the Board may send a written notice to the resident describing the violations at issue. Residents shall be given at least 14 days from the date notice is sent to provide a written response to the notice and remedy the issue. The written notice and the resident's response shall be kept in the resident's file.

Step 3 – Rule Violation Notice

If a resident fails to correct the violation(s) within 14 days of the written notice described in Step 2, Cooperative Management, Inc., may issue a Rule Violation Notice to the Resident describing the violation(s) and giving the Resident about 35 days in the case of an authorized occupant and 14 days in the case of an unauthorized occupant to remedy the issue. If the resident fails to respond and correct the violation, a fine will be imposed as set forth below. A copy of the violation will be saved in the resident's file.

Fines:

Conduct and Animal Violations - \$25.00 per incident

Unauthorized Occupant, Vehicle Violations, Space Clean-up or Maintenance Violations - \$25.00 per week or partial week

Step 4 - Second Rule Violation Notice

If a resident fails to correct violation(s) after the first rule violation notice period has expired, or if a further violation(s) occurs within a twelve-month period, a second rule violation notice may be sent from the Property Manager with a fine imposed. A copy of the second rule violation notice will be saved in the resident's file.

Conduct and Animal Violations - \$50.00 per incident

Unauthorized Occupant, Vehicle Violations, Space Clean-up or Maintenance Violations- \$50.00 per week or partial week

Step 5 - Third Rule Violation Notice

If a resident fails to comply and correct violation(s) within 14 days after the second rule violation notice is sent to the resident, a third rule violation notice may be sent from the Property Manager to the resident. This notice may be an eviction notice if there are lawful grounds to evict based on the violation(s). Termination of the resident's membership may also be considered. Fines shall continue to accrue at the second violation notice rate. The Property Manager shall proceed with the eviction process upon approval from the Board. A copy of the third violation notice shall be saved in the resident's file.

Violent Acts or Dangerous or Threatening Behaviors

If a resident engages in violent acts or dangerous or threatening behaviors (including animals and guests) the Board may choose to bypass any or all of the above steps, to the extent permitted by the rules, bylaws, and lease agreement.

Fine Waivers

Residents may submit written requests to the Board to waive fines imposed by the Board. For a waiver to be approved, there must be extenuating

circumstances as to why the resident failed to comply with the notices described above and/or provided written communication to the situation.

Extension to Correct Violations

Residents may request, in writing to the Board, additional time to correct violations. The Board may, in its discretion, allow residents additional time where reasonably necessary to permit the residents to correct violation(s). Residents must support their request with a description of the plan to correct the violation(s) and the time necessary to implement that plan.

Major maintenance issues that have been deferred and that are a financial burden to resident(s) because of low-income status shall be monitored at least annually until compliance is achieved. Residents who are allowed extensions to correct violations shall submit information and documents to the Board upon request to demonstrate ongoing efforts to correct the violations and shall provide proof of the resident's financial burden within thirty (30) days of receiving the first notice of the violation(s).

If the unit is to be sold, the deferred maintenance **shall** become a condition of the sale.

If at any time the deferred maintenance becomes a life or safety issue as determined by a city, county or state agency, then the Board in conjunction with property management shall consult with the cooperative attorney on the appropriate measures to be taken.

Appeals

Residents may appeal notices of violation by submitting a written response explaining the basis of the appeal and providing any rebuttal information to the Board. Appeals shall be reviewed by the Board or its designee. After reviewing the resident's appeal and any and all information available to the

Board from its members, property management, or third parties, the Board shall make a determination either: 1) that the rule violation is substantiated; or 2) that the rule violation is unsubstantiated. If the Board finds the violation substantiated, it shall proceed as outlined above. If the Board finds the violation unsubstantiated, all further enforcement efforts shall terminate. Nothing in this paragraph shall preclude the Board or its designees from enforcing substantially the same violations in the future, provided there is additional or new information to substantiate such violation(s).

Mediation

The State of Oregon has a program to provide mediation for residents in manufactured home communities. At any point in the above process, the Board or its designated agent(s) may seek to mediate the violation(s) at issue with the resident(s). Residents may also request mediation in writing from the Board. Mediation is a voluntary process.

Enforcement Flow Chart-

Residents are in control of this process at all times based on the resident's decision(s) to respond, not respond, correct the problem, or ask for more time. Management or the Rules Committee follow policy and procedure.

