



# Stonebridge



## Stonebridge Property Owners Association Board Resolution 2026-001 Governance, Compliance, and Management Oversight Alignment

**WHEREAS**, the Stonebridge Property Owners Association ("Association") is a Louisiana nonprofit corporation and a planned community association; and

**WHEREAS**, the Louisiana Planned Community Act, effective January 1, 2025, establishes statutory duties and powers of the Association and its Board of Directors; and

**WHEREAS**, the Association administers both private assessments and public security district funds and must maintain strong governance and financial oversight; and

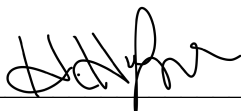
**WHEREAS**, the Board of Directors desires to formalize policies governing complaints, enforcement procedures, and delegation of authority to the managing agent to ensure compliance, consistency, and transparency;

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors hereby adopts the following policies, effective immediately:

1. Owner Complaint and Dispute Resolution Policy
2. Covenant Enforcement and Fine Procedure Policy
3. Delegation of Authority to Managing Agent Policy
4. Financial Controls and Invoice Approval Policy

**BE IT FURTHER RESOLVED** that these policies shall govern management and Board operations unless and until amended by future Board resolution.

Adopted this 13 day of March, 2026, by vote of the Board of Directors of the Stonebridge Property Owners Association.

President: 

Hillary Hafner, BSN, RN



# Stonebridge



## OWNER COMPLAINT AND DISPUTE RESOLUTION POLICY

### Purpose

This policy establishes a formal, fair, and well-documented process for submitting and resolving owner complaints in accordance with the Louisiana Planned Community Act.

### I. Policy 1: Owner Complaint and Dispute Resolution

#### 1. How to Submit a Complaint

All complaints must be submitted **in writing** through one of the following methods: (a) online portal (if available); (b) email to management, and (c) certified mail.

Each complaint should include the owner's name and address, a description of the issue, and any supporting documentation. Anonymous complaints will not be formally processed but may be reviewed at management's discretion.

#### 2. Acknowledgment

The managing agent will log all complaints and acknowledge receipt within **five (5) business days**.

#### 3. Investigation

Management will investigate the complaint, communicate with all involved parties, and work toward an administrative resolution where appropriate.

#### 4. When the Board Gets Involved

The following matters will be escalated to the Board for review: (a) disputed violations; (b) fine disputes; (c) enforcement challenges; (d) architectural appeals; (e) assessment disputes; and (f) any matter where an owner requests Board review.

Board review may take place at a regular Board meeting, in executive session, or by electronic vote if the matter is time-sensitive.

#### 5. Written Decision

The owner will receive a written determination that includes findings, any action taken, and a timeline for compliance.

## **6. Records Retention**

All complaints and outcomes will be retained in Association records for a minimum of **three (3) years**.

## **7. Non-Retaliation**

No owner will be retaliated against for submitting a complaint in good faith.

## **II. Policy 2: Covenant Enforcement and Fine Procedure**

### **1. Authority**

All covenant enforcement is carried out in the name of the Association. Management administers the day-to-day enforcement process; the Board retains final authority over all enforcement decisions.

### **2. Violation Process**

Enforcement follows a step-by-step process designed to give owners a fair opportunity to address issues before any fine is imposed:

**Step 1. First Notice:** Management sends a courtesy or violation notice identifying the issue and providing a cure period.

**Step 2. Second Notice:** If the violation is not resolved, a final notice is sent advising the owner of potential fines or further action.

**Step 3. Hearing Opportunity:** The owner may request a hearing before the Board within the stated timeframe.

### **3. Fines**

Fines may only be imposed after all of the following have occurred: (a) written notice has been provided; (b) the owner has had an opportunity to cure the violation; (c) the owner has had an opportunity for a hearing; and (d) the Board has approved the fine by vote or ratification.

### **4. Continuing Violations**

For ongoing or unresolved violations, the Board may: (a) levy continuing fines; (b) suspend privileges where permitted by governing documents; (c) refer the matter to legal counsel; and (d) exercise self-help remedies where authorized.

### **5. Consistency**

Enforcement will be applied **uniformly** across all owners and will not be administered arbitrarily.

## **III. Policy 3: Delegation of Authority to Managing Agent**

### **1. Role of the Managing Agent**

The managing agent serves as an agent of the Association, not as a governing authority. All actions taken by management are on behalf of and subject to the direction of the Board.

## 2. What Management May Do

The managing agent is authorized to: (a) send violation notices and communicate with owners; (b) collect assessments; (c) coordinate and oversee vendors; (d) maintain Association records; (e) prepare financial reports; (f) provide enforcement recommendations; and (g) implement Board-approved actions.

## 3. What the Board Retains Exclusively

The following decisions require **Board approval** and may not be delegated to management: (a) adoption of budgets; (b) interpretation of governing documents; (c) imposition of fines; (d) authorization of legal action; (e) assessment increases; (f) contract approval; (g) policy adoption; (h) enforcement escalation; (i) settlement of disputes; and (j) use of reserve or public funds outside the approved budget.

## 4. Monthly Reporting Requirements

Management shall provide the Board with a monthly package that includes: (a) financial statements; (b) delinquency report; (c) violation log; (d) work order summary; and (e) security District financial summary.

## IV. Policy 4: Financial Controls and Invoice Approval

### Purpose

This policy establishes clear financial authorization, invoice approval, and payment procedures to ensure proper oversight of Association and Security District funds while allowing the managing agent to handle efficient day-to-day operations.

### 1. Roles and Responsibilities

**Managing Agent:** Receives and reviews invoices, verifies work completion, codes expenses, includes them in monthly reports, and processes payments in accordance with this policy.

**Board of Directors:** Retains ultimate authority over budgets, major expenditures, contracts, reserve spending, non-budgeted expenses, and Security District funds.

### 2. Approval Thresholds for Operating Budget Expenses

Routine expenses within the approved annual budget are processed as follows:

Amount	Approval Required
Up to \$1,000	Considered pre-approved if within budget and a contractual vendor agreement exists. Must be submitted to management's AP Department by the Treasurer or President and included in the monthly financial report.

<b>Amount</b>	<b>Approval Required</b>
<b>\$1,000 – \$5,000</b>	Requires review and approval by both the Treasurer and President. Email approval is acceptable and must be retained with the invoice.
<b>Over \$5,000 or unusual expense</b>	Requires full Board approval (by meeting or email vote), with notation in the minutes or financial record.

### **3. Non-Budgeted Expenses**

Any expense not included in the approved budget requires **Board approval before payment**, unless it is an emergency involving safety or property protection. Emergency spending must be reported to the Board **within 48 hours** and ratified at the next Board meeting.

### **4. Contracts and Capital Expenditures**

Board approval is required for: (a) new vendor contracts; (b) capital improvements; (c) reserve expenditures; (d) equipment purchases; and (e) security infrastructure.

### **5. Security District Funds**

Security District funds must remain in separate accounts and may only be used for authorized security purposes. All expenditures must comply with the Parish Cooperative Endeavor Agreement.

### **6. Payment Processing**

The managing agent shall: (a) maintain digital invoice records; (b) attach required approvals to invoices; and (c) provide monthly disbursement reports.

Cash payments are not permitted. Funds may not be commingled under any circumstances.

### **7. Monthly Financial Package**

The monthly financial package must include: (a) balance sheet; (b) income/expense report compared to budget; (c) general ledger; (d) check register; (e) security District financial summary; and (f) aged receivables.

### **8. Policy Authority**

The Board retains full fiduciary responsibility. The managing agent acts under Board authority at all times. This policy may be modified by Board resolution at any time.

**Adopted** by the Board of Directors, Stonebridge Property Owners Association

Date: March 13 2026

President: 

Hillary Hafner, BSN, RN