

**BRITTON FALLS
ADVISORY COMMITTEE
GUIDEBOOK**

2019

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INTRODUCTION

The Britton Falls Advisory Committee Guidebook is an important resource for Advisory Committee members. Contents are reviewed annually and updated as needed.

Section I lists the Policies and Procedures for the Advisory Committee. These procedures should be followed as stated. Should it become evident that a certain item needs to be changed, the Advisory Committee shall vote to approve such change.

Section II lists the offices and the duties of each officer. In addition to the listed duties, there is information to assist in the performance of said duties.

Section III lists the current subcommittees and an outline to assist members in their responsibilities. These subcommittees are on an as-needed basis and, as such, may be disbanded. Other subcommittees may be created.

Section IV contains reference information.

Section V focuses on the homeowner website, *OurBrittonFalls*, and contains an outline and detailed examples of the path to contents. Although the website is updated often, this section provides a snapshot as a resource.

Britton Falls Mission Statement

Maintain and enhance our community for the continued enjoyment of all our residents.

SECTION I

**POLICIES
AND
PROCEDURES**

1. PURPOSE

The Advisory Committee for Britton Falls by Del Webb is a group of homeowners elected to represent the interests of all homeowners in an advisory and liaison role to the Pulte-appointed Board of Directors of the Homeowners Association (HOA) and the property management company. The Advisory Committee shall

- a. Comply with the governing documents as well as all applicable laws
- b. Ensure HOA and Advisory Committee documents and records are properly maintained and controlled
- c. Monitor, review, and offer input for the development of the annual operating budget and the Reserve Fund for Britton Falls
- d. Report quarterly on the status of the actual operating results compared to the budget and on the status of the Reserve Fund
- e. Solicit input from homeowners on community-wide areas of interest
- f. Advise the Board of Directors and the property management company of the views of the homeowners on community-wide issues
- g. Advocate for the homeowners to resolve issues and concerns
- h. Communicate with the homeowners on issues affecting the community
- i. Prepare for the transition from a developer to a self-governing, homeowner-managed HOA

2. CODE of CONDUCT

Advisory Committee members are expected to conduct themselves in a manner that promotes a healthy relationship with other Advisory Committee members, homeowners, Board of Directors, and the property management company and, as such, shall

- a. Strive for the common good of the homeowners and not use their position for personal interest
- b. Respect the privacy of all homeowners and not share confidential, personal or sensitive information
- c. Address each other, the homeowners, the Board of Directors, and the property management company personnel in a respectful and courteous manner, even when there are matters of disagreement, and handle differences in a professional manner
- d. Encourage each other, the Board of Directors, the property management company, and the contractors through positive and supportive attitudes
- e. Support majority voting decisions and enacted policies through explanation and communication

3. ELECTIONS

a. Election Subcommittee

- (1) Should consist of five (5) homeowners, each serving a three (3) year term. In 2019 two (2) members will be replaced. In 2020 only one (1) member will be replaced. Thereafter, every two years two (2) members will be replaced. The third year one (1) member will be replaced. At least one member will have served on the Advisory Committee within the last three (3) years.
- (2) Shall represent a diverse cross-section of the Britton Falls community but not consist of any member of the Advisory Committee, a candidate for election to the Advisory Committee, or a spouse of either
- (3) Shall be recommended by the Vice Chair with the approval of the Advisory Committee at their April meeting
- (4) The Chair of the Advisory Committee shall designate the Chair of the Election Subcommittee.
- (5) Shall report to the Vice Chair of the Advisory Committee
- (6) Shall oversee the election process beginning with the April Advisory Committee meeting
- (7) Shall formally announce the election schedule and solicit homeowners to be candidates for the Advisory Committee
- (8) Shall inform the Advisory Committee, through the Vice Chair, on issues and progress
- (9) Shall assess the completed election process and present any proposed revisions related to the Election Committee or the election process at the February Advisory Committee meeting.
- (10) An Election Subcommittee member may serve for no more than three consecutive election cycles.

b. Candidates for Election

- (1) Must be a Britton Falls homeowner prior to January 1st of the election year
- (2) Must complete and submit the "Nomination Form for the Britton Falls Advisory Committee" by October 15th, the closing date for nominations
- (3) Must submit a written document by October 15th, of no more than two pages, stating why they wish to serve on the Advisory Committee
- (4) Should attend an informational meeting scheduled by the Election Subcommittee to inform potential candidates about the election process and about serving on the Advisory Committee

c. Election Subcommittee Duties

- (1) Sponsor at least one informational meeting in September with the purpose of informing and encouraging potential candidates
- (2) Issue the nomination and election schedule and the instructions to the homeowners and potential candidates
- (3) Confirm that each candidate has submitted the Nomination Form and meets all requirements by the close of nominations

- (4) Post a list of eligible candidates in the Chateau
- (5) Provide each candidate with instructions on how to access the Britton Falls Advisory Committee Guidebook on the Britton Falls website.
- (6) In the event that the number of candidates is equal to or fewer than the number of openings to be filled by the election, no election will be held.
 - (a) All candidates will become members of the Advisory Committee.
 - (b) If any vacancy remains, the Advisory Committee will nominate a qualified homeowner for each vacancy and will elect by a simple majority vote.
- (7) Publish the candidates' election information
- (8) Organize and present a "Meet the Candidates" program, scheduled between October 15th and October 31st, at which candidates introduce themselves and state their goals as members of the Advisory Committee

d. Election

- (1) Conduct voting from the first Monday in November through Friday of the same week
- (2) Arrange for voting to done electronically and have an election committee member at the Chateau, as scheduled, to assist with voting. Electronic access will be provided.
- (3) Allow only one vote per household by the homeowner or a person designated by the homeowner
- (4) Verify that votes are received from qualified voters only
- (5) Ensure the confidentiality of the homeowners' votes
- (6) Votes are to be counted by the Election Subcommittee members and the Lifestyle Director.
- (7) Notify candidates, individually, and the Advisory Committee of the election results as soon as possible and before any public announcement
- (8) Post the election results, including vote totals, on the Britton Falls website, in the Chateau Lobby, and via an email message to homeowners
- (9) Report voting results to the Advisory Committee at the November Advisory Committee meeting for inclusion in the minutes
- (10) Hold a run-off election as soon as possible to resolve a tie vote
- (11) Preserve all voting records for six months and, after that time, destroy/delete them. Records should be retained by an independent entity and not a Homeowner.

e. Newly-elected members will be introduced at the first Advisory Committee meeting following their election.

f. Newly-elected members of the Advisory Committee will begin their term on January 1st but can vote on any item at the AC's Organizational Meeting.

g. Advisory Committee Membership will consist of seven members, elected in either a group of three (3) or group of (2) according to schedule.

- (1) Elections of November 2020, and each third year thereafter, will elect three (3) new members, and in the corresponding years in the future, three (3) members will complete their terms, and three positions will be filled through elections.
- (2) Elections in 2018 and 2019 and in corresponding years in the future, two (2) members will complete their terms, and two (2) new members will be elected.

CALENDAR FOR THE ELECTION PROCESS

ACTIVITY	DATE or DATE RANGE
Approve Election Subcommittee	April Advisory Committee Meeting
Reserve Meeting Dates, Times, Locations	May 1 – December 1
Solicit Candidates	Date of the May Advisory Committee meeting – October 15
Sponsor a “Homeowners and Potential Candidates Social”	September 1 – September 30
Review Required Application Materials Submitted by Candidates	As Submitted
Close Nominations and Schedule Subcommittee Meeting with all Candidates	October 15
Sponsor the “Meet the Candidates Night”	October 16 – November 1
Manage Voting Process, both electronic and paper	The 1 st Monday in November through Friday of Same Week
Report the Election Results	November Advisory Committee Meeting
Introduce the Newly-elected Members	First Advisory Committee Following the Election
Start New Term as Elected Members	January 1 st
Report the Election Assessment and Recommendations for Next Election	February Advisory Committee Meeting

4. ORGANIZATION

- a. The Advisory Committee shall consist of seven (7) members.
- b. Those members completing their term will conclude Advisory Committee membership on December 31, and those newly-elected will assume Advisory Committee membership on January 1.
- c. Newly-elected members of the Advisory Committee will begin their term on January 1st but are allowed to vote as a full member at the AC's Organizational Meeting.
- d. A homeowner may serve as a member of the Advisory Committee a maximum of six years. Two three-year terms must be separated by at least one year. Members that are elected or appointed to terms of less than three years may be elected to a succeeding term without a one-year separation. Members may be elected or appointed to a succeeding term of less than three years without a one-year separation. No member may be elected or appointed for a term that could result in exceeding the six-year limit.
- e. The goal of the Advisory Committee is always to maintain a full membership.
 - (1) If a partial-term vacancy occurs after the November Advisory Committee meeting but before the August Advisory Committee meeting of the following year, the Advisory Committee will elect a replacement to fill the remainder of that individual's term within thirty days of the creation of the vacancy. To elect the replacement, the sitting members of the Advisory Committee will nominate qualified homeowners and elect by a simple majority vote.
 - (2) If a partial-term vacancy occurs between the August and November Advisory Committee Meetings, it is unfilled until after the election. To elect the replacement, who will fulfill the remainder of that partial term, the sitting members of the Advisory Committee will nominate qualified homeowners and elect by a simple majority vote.
- f. The Advisory Committee shall elect their officers for the year prior to January 1st of the new calendar year. The officers shall consist of
 - (1) Chair
 - (2) Vice Chair
 - (3) Secretary
 - (4) Finance Chair
- g. Subcommittees are
 - (1) Created for specific functions or activities
 - (2) Formed, renamed, or disbanded by the Advisory Committee Chair as the needs of the Britton Falls community dictate
 - (3) Chaired by a member of the Advisory Committee or a qualified homeowner
- h. The subcommittee chair is responsible for providing a monthly report to the Advisory Committee.

5. BUSINESS OPERATIONS

- a. The chair of the Advisory Committee shall conduct meetings. In the absence of the Chair, the Vice Chair, then Secretary, then Finance Chair, shall conduct the meeting.
- b. Agendas
 - (1) The Chair of the Advisory Committee shall prepare the agenda, including input from its members.
 - (2) By following established protocol, a homeowner may request an item be placed on the meeting agenda.
 - (3) The agenda is to be emailed to the Advisory Committee members ten days before the meeting.
 - (4) The agenda is to be published for the community at least one week in advance of the meeting.
- c. Regularly-scheduled meetings are open to all Britton Falls homeowners.
- d. Closed meetings may be held only for reasons of confidentiality.
- e. Voting
 - (1) Unless otherwise stated, a vote by the Advisory Committee shall require a quorum which is more than fifty percent of the entire Advisory Committee membership.
 - (2) The quorum shall include members present and those participating via acceptable remote communication methods.
 - (3) Proxy voting is not allowed.
 - (4) A motion will pass with a simple majority vote.
 - (5) Voting results will be recorded in the minutes.
- f. Minutes
 - (1) Minutes of Advisory Committee meetings shall be recorded.
 - (2) Draft minutes will be circulated to all Advisory Committee members, subcommittee chairs, and management company participants at least one week prior to the next regularly-scheduled Advisory Committee meeting for review and correction.
 - (3) The minutes will be reviewed, corrected as needed, and approved at that regularly scheduled meeting.
 - (4) The approved minutes will be posted on the Britton Falls website.
- g. Organizational meeting
 - (1) The meeting will be held after the results of the annual elections are known and verified by the Election Subcommittee.
 - (2) It will be scheduled by the chair between December 1st and December 31st.
 - (3) It may be scheduled back-to-back with the regular December Advisory Committee meeting.
 - (4) The meeting is open to all homeowners.
 - (5) There must be a quorum, but not all members are required to be in attendance.

- (6) The agenda should include the election of officers for the following year as well as other organizational items as determined by the members of the next year's Advisory Committee.
- (7) Nominations will be made from the floor.
- (8) Voting at this meeting is by Advisory Committee members whose terms continue after January 1 and the newly-elected members.

6. LEGAL COUNSEL

- a. The Advisory Committee may retain the services of a legal counsel for the purposes of assisting the committee in matters associated with its functions.
- b. The Chair shall form a subcommittee of Advisory Committee members and serve as its chair. This subcommittee will be the single point of contact with the attorney and will be responsible for recommending the use of the attorney to the Advisory Committee.

7. CHANGES

Proposed changes to these Policies and Procedures must be approved by a simple majority vote of the Advisory Committee membership.

SECTION II

**OFFICER
DUTIES
AND
RESPONSIBILITIES**

ADVISORY COMMITTEE CHAIR

The Advisory Committee Chair is the principal point of contact between the Britton Falls homeowners, the HOA, the property management company (CMS), and the community developer (Pulte).

The Chair shall

1. Conduct all meetings of the Advisory Committee
2. Establish the Advisory Committee meeting dates, times, and venues for the year, and post them on the community calendar
3. Prepare a proposed agenda for each meeting and email a copy for review to all Advisory Committee members ten days prior to the meeting
4. Distribute an announcement for each Advisory Committee meeting seven days prior to the meeting
 - a. Provide date, time, and venue
 - b. Include the agenda for the meeting
 - c. Invite homeowners to submit questions, in advance, to be addressed at the meeting
5. Meet with the property manager to discuss the needs of the community and the resolution of items identified by the Advisory Committee
6. Establish subcommittees as needed and select the chair of each subcommittee
7. Create a special ad hoc subcommittee, as required, with defined purpose and duration
8. Represent the Advisory Committee in various Britton Falls, Pulte, and community activities
9. Maintain files, paper and electronic, to be passed on to the succeeding chair

Reference: Sample Meeting Announcement

The next AC meeting is on Tuesday February 19, 2019 at 3:00 pm in the Chateau Ballroom.

If a homeowner or resident has an item that he/she would like to discuss with the AC, please submit a short summary of the discussion topic by the Friday prior to the meeting and tell us what actions, if any, you are asking the AC to take. We will make every effort to have a response for you at the AC meeting, if your issue requires more time the AC will do additional research on the topic and present a response at the following meeting.

Submit to Nick Kirincich; nick_kir@yahoo.com, or Sue Dickhans, sdickhans@yahoo.com.

If your topic deals with an issue that you believe falls under the responsibility of the HOA or the management company, please discuss with John Doehrman – Community Management, 317-288-0532, brittonfalls@comcast.net prior to bringing it to the attention of the AC. This will enable John time to investigate your issue/concern and hopefully have an answer prior to the AC meeting.

If your topic deals with construction issues, please contact [Pulte Customer Care](#) or 877-785-0532.

Agenda for February 19, 2019 Advisory Committee Meeting at 3:00 pm

➔ Proposed Meeting Agenda attached to email message.

Reference: Sample Advisory Committee Meeting Agenda - 2019

- I. Call to Order
- II. Approval of Minutes January 15, 2019 Meeting
- III. Comments

AC Chair – Nick Kirincich
- IV. Subcommittee and Ad Hoc Subcommittee Reports
 - a. Buildings – Greg Keffer
 - b. Communications – Sue Dickhans
 - c. Documents – Judy Spears
 - d. Finance – Brad DeReamer and Larry Raasch
 - e. Grounds – Nick Kirincich
 - f. Government Relations – Dan Canan
 - g. Issue Monitoring – Scott Mertz
 - h. Transition & Reserve Study – Dan Canan
 - i. Resident Questions for Subcommittee Chairs
- V. CMS Reports
 - a. Property Manager – John Doehrman
 - b. Lifestyle Director – Cathy Paschen
 - c. Maintenance – Brad Bryant
 - d. CMS Vice President – Lee Clouse
 - e. Resident Questions for CMS
- VI. Pulte – Dave Compton
- VII. Unfinished Business
- VIII. New Business
- IX. Adjournment

ADVISORY COMMITTEE VICE CHAIR

The Vice Chair shall

1. Fulfill the responsibilities of the Advisory Committee Chair in the absence of the Chair
2. Update the Chair about all activities that occurred during the Chair's absence
3. In conjunction with the Chair
 - a. Discuss the agenda for Advisory Committee meetings
 - b. Discuss any community issues that have been brought to the committee's attention as to any action to be taken and by whom
 - c. Meet with the property manager to discuss the needs of the community and the resolution of items identified by the Advisory Committee
4. Select homeowners to be approved by the Advisory Committee to serve on the Election Subcommittee.
5. New members would be asked to serve for a term of three (3) years. Shorter terms may apply in case of an unscheduled vacancy.
6. Oversee and assist the Election Subcommittee – see: Section I, Elections
7. Perform other duties as requested by the Advisory Committee Chair

ADVISORY COMMITTEE RECORDING SECRETARY

Appointed Volunteer

The Advisory Committee Secretary no longer records minutes at the meetings. To allow the Secretary to more actively participate in meetings, the task of recording meeting minutes is delegated to a homeowner volunteer. This volunteer will be referred to as the *recording secretary*.

The recording secretary shall

1. Record the
 - a. Date, time and location of the meeting
 - b. Attendance at the meeting and if a quorum was achieved
 - c. Approval of the minutes of the last meeting
 - d. Summary of the subcommittee reports or the attachment of each report prepared by the chair of a subcommittee
 - e. Old business discussions by recounting the decisions made
 - f. New business discussions by recounting the decisions made
 - g. Other pertinent discussions by recounting the decisions made
 - h. Itemized issues to be carried forward to the next meeting, stating the date for that meeting
 - i. Time of adjournment
2. Send the minutes, in draft form for review and correction, to all Advisory Committee members, subcommittee chairs, and management company participants at least one week prior to the next Advisory Committee
3. Review and correct the minutes as needed
4. Submit the reviewed and corrected minutes for approval at the next scheduled meeting.
5. Post approved minutes on the Britton Falls website seven days prior to the next monthly meeting

ADVISORY COMMITTEE SECRETARY

The Secretary shall

1. Support and facilitate the efforts of the recording secretary
2. Maintain subcommittee records as posted on the Britton Falls website to ensure availability for homeowners
3. Keep the community apprised of what is happening in the community in cooperation with the Chair and the Chair of the Communication Subcommittee
4. Perform other duties as requested by the Advisory Committee Chair

Reference: Advisory Committee Meeting Minutes TEMPLATE

Insert Meeting Date and Make Appropriate Changes to Agenda or Template

AC Attendees

List names

CMS Attendees

List names

Agenda – Date Advisory Committee Meeting – at Time

- I. Call to Order by ____, *presiding*

- II. Adoption of Agenda

Motion –
Moved by -
Seconded by –

VOTE:
Unanimous
Passed
Failed

- III. Approval of Minutes – *Date* regular meeting

Motion –
Moved by -
Seconded by –

VOTE:
Unanimous
Passed
Failed

- IV. Comments - AC Chair – Nick Kirincich

- V. Subcommittee and Ad Hoc Committee Reports
 - a. Buildings – Greg Keffer
 - b. Communications – Sue Dickhans
 - c. Documents – Judy Spears
 - d. Finance – Brad DeReamer & Larry Raasch
 - e. Grounds – Nick Kirincich
 - f. Government Relations – Dan Canan
 - g. Issue Monitoring – Scott Mertz
 - h. Transition & Reserve Study – Dan Canan

- i. Resident Questions for Subcommittee Chairs
-
- VI. CMS Reports
 - a. Property Manager – John Doehrman
 - b. Lifestyle Director – Cathy Paschen
 - c. Maintenance – Brad Bryant
 - d. CMS Vice President – Lee Clouse
 - e. Resident Questions for CMS
-
- VII. Pulte – Dave Compton
-
- VIII. Unfinished Business
-
- IX. New Business
-
- X. Adjournment

ADVISORY COMMITTEE FINANCE CHAIR

The Finance Chair is the principal representative of the Britton Falls Advisory Committee to the HOA property management team (CMS) and the community developer (Pulte) for the purpose of reviewing and reporting on financial statements.

The Finance Chair shall

1. Chair the Finance Subcommittee
2. Meet at least quarterly with the HOA property management team (CMS) to review financial statements and understand major differences between actual and budgeted amounts of income and expense. Other meetings can be scheduled if the finance chair or other members of the committee feel they are needed.
3. Analyze and understand what is being charged to the various accounts
4. Review and assist the Advisory Committee in recommending changes to the annual budget
5. Submit recommendations for cost reductions
6. Review adequacy of Property and Liability Insurance
7. Report financial review results (budget comparisons and reserves) in summary form to the Advisory Committee
8. Review capital reserve allocations
9. Represent the Finance Subcommittee on the Reserve Study Subcommittee
10. Assist other subcommittees in financial matters as requested
11. Perform other financial duties as requested by the Advisory Committee Chair

SECTION III

SUBCOMMITTEES

BUILDINGS SUBCOMMITTEE

The Chair shall

1. Establish a subcommittee of homeowners who will inspect the maintenance, appearance, cleanliness, and general condition of all rooms within the Chateau and the Villa, and the outdoor pool
2. Provide the members with checklists to aid in their inspections
3. Direct members to use *Caliber Web* to report any problems
4. Establish good working relationships with the Maintenance Director, the Property Manager, and the Lifestyle Director through *Caliber Web*, regular meetings, and email
5. Monitor the work of vendors performing maintenance of the interior and exterior of the Chateau and Villa and report any problems to the property management company
6. Assist homeowners who have identified a problem
 - a) Help them report a problem using *Caliber Web*
 - b) Confirm that a problem has been reported
 - c) Get feedback from homeowners regarding either the successful resolution or the need for additional assistance
7. Make suggestions for improvements in service
8. Make suggestions of ideas that could reduce maintenance costs
9. Suggest improvements for the security systems of the Britton Falls property
10. Provide status reports at the Advisory Committee meeting about issues that have been reported
11. Publish the results of any survey taken to determine the best use of the Chateau, the Villa, or the pool, e.g., hours of operation
12. Submit items of interest to homeowners, including updates, to the Communication Subcommittee Chair for the newsletter

COMMUNICATION SUBCOMMITTEE

The Chair shall

1. Establish a subcommittee of homeowners to develop strategies and practices to enhance all communication
2. Publish (perhaps in conjunction with property management) an electronic newsletter informing homeowners about issues of interest such as the status of amenities, plans for local roads and other area construction, Advisory Committee activities, initiatives, and covenant issues
3. Forward all pertinent information from the HOA and the Advisory Committee to the homeowners and residents in whichever format is appropriate, making sure that those who do not have electronic access will receive the information
4. Review/monitor communication within the Advisory Committee and its subcommittees and recommend strategies designed to maximize effective and efficient internal communication
5. Recommend to the Advisory Committee strategies designed to achieve better communication with Pulte management, HOA representatives, and the Britton Falls management company regarding the HOA transition plan, the HOA budget, and common homeowner concerns
6. Implement approved strategies suggested to the Advisory Committee to enhance communication between the Advisory Committee and Britton Falls homeowners, such as:
 - a. Communicating with new homeowners by personally delivering “welcome bags”, informing them of the purpose of the Advisory Committee, and answering any questions they might have
 - b. Establishing or strengthening the network relationships among the Advisory Committee and other groups such as block captains and the leaders of clubs and organizations
7. Identify, in coordination with the Advisory Committee Government Relations Subcommittee, external community links critical to the Britton Falls community (Mayor’s Office, Parks and Recreation, Police and Fire) and recommend strategies to enhance communication between those links and the Advisory Committee and the Britton Falls management company
8. Facilitate the posting of information on the Britton Falls website verifying that all forms and schedules are current
9. Facilitate the Advisory Committee’s use of emails
10. Develop strategies to periodically assess the success of the Communication Subcommittee and recommend revisions to its policies and responsibilities
11. Seek input from subcommittees for articles to be included in the newsletter.

DOCUMENTS SUBCOMMITTEE

The Chair shall

1. Establish a subcommittee of homeowners to confirm that all documents are current and reflect the standards of the Britton Falls community and the Advisory Committee
2. Review all Britton Falls documents:
 - a. Britton Falls Advisory Committee Guidebook: Policies and Procedures
 - b. Britton Falls Advisory Committee Guidebook: Officer Duties
 - c. Britton Falls Advisory Committee Guidebook: Subcommittees
 - d. Britton Falls Advisory Committee Guidebook: Reference Materials
 - e. Britton Falls Advisory Committee Guidebook: Our Britton Falls Website
 - f. Articles of Incorporation
 - g. Declaration of Covenants, Conditions, and Restrictions
 - h. By-Laws of Britton Falls
 - i. Design Guidelines
 - j. Rules and Regulations
 - k. Transition Plan
 - l. HOA Governing Documents Review/Revision Process
 - m. Charter Club Manual
3. Update documents for relevance, clarity, or in response to specific requests
4. Request homeowner input for documents in general and for specific documents as appropriate
5. Submit to the Advisory Committee, for vote, any changes in policy, procedure, or language
6. Maintain current website postings by replacing documents with their approved, revised versions
7. Submit, prior to the transition, a set of the updated governing documents, including suggested changes, to the Advisory Committee attorney for review and approval

Reference: Basic Governing Documents

Common amenities must be maintained and regulated for every planned development such as Britton Falls. Therefore, each development establishes a Homeowners Association as a self-governing entity. The Association and the homeowners must act in accordance with the terms and conditions of a set of governing documents.

The governing documents typically include

- Articles of Incorporation
- Declaration of Covenants, Conditions and Restrictions (CC&Rs)
- Bylaws of Britton Falls
- Design Guidelines
- Rules and Regulations

The following provides an overview of the purpose and contents of these governing documents.

Articles of Incorporation

Before any property is sold in a planned development such as Britton Falls, the developer forms a Homeowners Association with defined responsibilities to the community. The Association is created by filing Articles of Incorporation for a nonprofit organization with the Secretary of State of residency of the development. Each purchaser of property in the development automatically becomes a member of the Association. The Articles are usually brief and contain only the basic information about the Association: name, location, and purpose.

Declaration of Covenants, Conditions and Restrictions (CC&Rs)

The Declaration is a legal contract with the home buyer. It contains the most comprehensive and probably the most important information about the development and its operations. The Declaration must be recorded in the Real Property Records of the county in which the development is located. A copy must be provided to a buyer on or before the date listed in the "Contract to Buy". For Britton Falls by Del Webb, the fully executed "Home Purchase Agreement" confirms that the Declaration was received by the time of signing.

The Declaration, typically a lengthy document, sets up the general structure of the development and describes what land is subject to the governing documents as well as what parts of the development are common areas owned by the Association. It contains restrictions on the use of each owner's property as well as the common areas.

It specifies the Association's authority and obligations and defines the rights and responsibilities of Association members, the homeowners. Most declarations contain procedures for amendments to revise the original terms.

Bylaws

Once formed, the Association adopts a set of bylaws. Bylaws describe the Association's rights and responsibilities. They describe how the Association is run, voting rights and procedures, and rules for how to call a meeting and frequency of meetings to be held. They also lay out procedures for creating the annual budget and determining assessment amounts.

Associations are generally run by a board of directors composed of a specific number of members (homeowners) elected by the membership at large (all homeowners) during periodic elections. Bylaws set forth the length of the terms of office as well as procedures for the elections.

Design Guidelines

Design guidelines are established to maintain certain standards to respect the visual character of the community site, minimize environmental impacts, and maximize water and energy conservation principles. They include minimum standards for the design, size, location, style, structure, materials, color, and mode of architecture, mode of landscaping and relevant criteria for the construction or addition of improvements of any nature.

Rules and Regulations

Although many of the rules and regulations may be contained within the Declaration, the Association

usually adopts separate (usually lengthier and more specific) Rules and Regulations. The Association has wide discretion in defining these rules and regulations if they do not violate state or federal law and do not conflict with the terms of the Declaration. Because the purpose of the Association is to do what is best for the common good and the value of the development, regardless of whether all individual owners agree, the Operating Rules and Regulations is often the most controversial document in a development and the source of many disputes.

Notes

1. Because the Britton Falls Rules and Regulations and the Design Guidelines “contain important and significant restrictions of property use and lifestyle”, a potential buyer should plan to obtain copies (potentially online) for review prior to the scheduled closing date. The buyer(s) need to understand the commitment to abide by the standards as set out in these documents.
2. If there is anything in the governing documents that conflicts with a provision of the Declaration (CC&Rs), the Declaration takes precedence and the conflicting provision is considered invalid. Appropriate revisions to the conflicting document(s) should be considered.
3. To the extent that any government ordinance, building code or regulation requires a more restrictive standard than found in the Declaration or the Design Guidelines, the government standard should prevail.

ELECTION SUBCOMMITTEE

The Election Subcommittee shall

1. Oversee the election process beginning with the April Advisory Committee meeting
2. Solicit homeowners to be candidates for the Advisory Committee between the May Advisory Committee meeting and October 15th
3. Inform the Advisory Committee, through the Vice Chair, on issues and progress beginning with the August Advisory Committee meeting
4. Sponsor at least one informational meeting in September with the purpose of informing and encouraging potential candidates
5. Issue the nomination and election schedules and the instructions to the homeowners and potential candidates
6. Confirm that each candidate has submitted the Nomination Form and meets all requirements by the close of nominations
7. Post a list of eligible candidates in the Chateau
8. Provide each candidate with instructions about how to access the Britton Falls Advisory Committee Guidebook on the website
9. Publish the candidates' election information
10. Organize and present a "Meet the Candidates" program scheduled between October 16 and November 1, at which candidates introduce themselves and state their goals as members of the Advisory Committee
11. Conduct voting from the first Monday in November through Friday of the same week
12. Set up voting to be done electronically and have an Elections Subcommittee member at the Chateau, as scheduled, to instruct residents on how to vote electronically using a tablet or laptop, or the computers in the library.
13. Allow only one vote per household by the homeowner or a person designated by the homeowner
14. Verify that votes are received from qualified voters only
15. Ensure the confidentiality of the homeowners' votes
16. Form a group that includes members of the Election Subcommittee and the Lifestyle Director to count the votes
17. Notify candidates, individually, and the Advisory Committee, about the election results as soon as possible and before any public announcement

18. Post the election results, including vote totals, on the Britton Falls website, in the Chateau lobby, and via email message to homeowners
19. Report voting results to the Advisory Committee at the first Advisory Committee meeting after the election
20. Hold a run-off election as soon as possible to resolve a tie vote
21. Preserve all voting records for six months and, after that time, destroy/delete them. Records should be retained by an independent entity and not a Homeowner
22. Assess the completed election process and present the following for approval at the February Advisory Committee meeting:
 - a. Proposed nomination and election schedules for the current year
 - b. Proposed forms and instructions for homeowners and candidates
 - c. Proposed revisions and recommendations related to the Election Subcommittee
23. Update the Election Committee's Guidebook

FINANCE SUBCOMMITTEE

The Chair shall

1. Establish a committee of homeowners with appropriate financial expertise to ensure that Britton Falls will be in a sound monetary position at the time of transition
2. Review
 - a. Financial statements provided by the property management company
 - b. Annual budget
 - (1) Validate charges made to various accounts
 - (2) Recommend changes that reduce costs
 - c. Property and Liability Insurance
 - d. Costs of construction and maintenance of the community
 - e. Capital Reserve Fund* allocations
3. Keep the Advisory Committee and homeowners informed about the financial reviews
4. Post current financial reports on the Britton Falls website at least quarterly

* *Property and Equipment Replacement and Repair Reserve*

Reference: The Reserve Fund Overview

Funds coming into the HOA and their distribution:

1. **Assessments**

A designated amount of the monthly assessment goes into the Reserve Fund; the balance goes into the Operating Fund. The Reserve Fund designation is, currently, \$14 per month.

2. **Sales of Homes by Pulte**

Previously a designated amount was collected at Closing to be put into the Reserve Fund, and a designated amount was collected for the operating expenses. Beginning in 2018 the closing fee of \$750 goes toward repaying the remaining \$248,000.00 of the Villa construction cost. Once repaid, the closing fee will go to the HOA without any designation. (This assumes there are Pulte new home sales after the loan is paid off.)

3. **Resale of homes**

One percent from the resale of homes by homeowners goes to the HOA. This money will repay a loan of \$152,000.00 used for the Villa. Once this loan is repaid, the one percent will go to the HOA. Traditionally it has been placed in the Reserve Fund.

4. **Marketplace Income**

Income from the Marketplace Vendors program goes into operating expenses.

5. **Excess operating funds**

If operating income exceeds operating expenses, the excess is not designated for any particular use.

Reserve Fund expenditures:

1. Reserve Funds can be used for repair and replacement of existing property.
2. Reserve Funds can be used for capital expenditures.
3. Reserve Funds cannot be used for operating expenditures.

Once money from a designated or undesignated source is put into the Reserve Fund it cannot be removed and used for operating expenses. Money in the Reserve Fund is not designated for any one particular purpose. For instance, there is no money set aside specifically for repairing the waterfall. The Reserve Fund money is put into a money market account. No operating money is put into the money market account. Therefore, the Reserve Fund and the money market account are “two in the same.”

All bills are paid out of the Operating Funds. Funds from the Reserve Fund are transferred into the operating funds to pay for the Reserve Fund approved items.

The designated funds from the home assessments are calculated monthly for deposit into the Reserve Fund.

Information for this 2-page Reserve Fund Overview was updated March 2018.

GOVERNMENT RELATIONS SUBCOMMITTEE

The Chair shall

1. Establish a subcommittee of homeowners to keep abreast of all government matters concerning the City of Fishers, Hamilton County, and Fall Creek Township
2. Establish a positive working relationship with as many city and county officials as possible in order to stay informed about current, planned, and prospective programs and policies that may, or will, affect the homeowners of Britton Falls
3. Disseminate all pertinent information to the Advisory Committee and to the homeowners
4. Encourage government agencies and politicians to make decisions that have a positive impact on Britton Falls, senior citizens in general, and the city as a whole
5. Monitor the agenda of all city and county boards through their websites
 - a. Fishers Public Boards
 - (1) Board of Works and Safety
 - (2) BZA – Fall Creek
 - (3) BZA – Fishers
 - (4) City Council
 - (5) Economic Development Commission
 - (6) Parks Advisory Board
 - (7) Plan Commission
 - (8) Technical Advisory Committee
 - b. Hamilton County Board: Hamilton County Commissioners
6. Keep in periodic contact with city and county officials
7. Attend city or county public meetings as needed to obtain, firsthand, information that affects Britton Falls
8. Read the minutes of board meetings to keep abreast of potential items that may affect Britton Falls
9. Ask homeowners to attend a public meeting on an issue that affects Britton Falls

Reference: Contacts for City and County Government

City of Fishers - <http://www.fishers.in.us/directory.aspx>

Mayor—Scott A. Fadness

Deputy Mayor—Leah McGrath

City Staff

City Judge—Daniel E. Henke

City Clerk—Jennifer Kehl

City Controller—Lisa Bradford

City Attorney—Chris Greisl

Deputy Mayor of Administration – Elliott Hultgren

Director of Planning & Zoning – Tony Bagato

Assistant Director of Planning & Zoning – Kevin Stotts

Director of Engineering – Jeff Hill

Director of Parks & Recreation – Sarah Sandquist

Director of Information Technology – Tracy Gaynor

Director of Economic Development – Brandon Dickinson

Director of Public Relations – Ashley Elrod

Director of Public Works – Eric Pethtel

Building Commissioner – Todd Suchy

Chief of Police – Ed Gebhart

Chief of Fire & Emergency Services – Steve Orusa

City Council

David George—Southwest District

Todd Zimmerman—At Large

Richard Block—At Large

Cecilia Coble—At Large

Brad DeReamer—Northeast District - Brad@DeReamer.org *

Eric Moeller—North Central District

Pete Peterson—Southeast District

Selina Stoller—Northwest District

John Weingardt—South Central District

Fall Creek Township Offices - <http://www.fallcreektownshipoffice.com/>

Board President— Brian Baehl

Board Secretary— Chad Garrad

Board Member— Jason Meyer

Trustee – Doug Allman

Hamilton County Gov't.: <http://www.hamiltoncounty.in.gov/27/Departments>

Commissioner—Mark Heirbrandt

Highway Director—Bradley Davis

* ***Britton Falls Resident and Fishers City Council Member***

GROUNDS SUBCOMMITTEE

The Chair shall

1. Establish a subcommittee of homeowners to ensure that the common areas of Britton Falls, everything except the Chateau, the Villa, the outdoor swimming pool, and the houses and their lots, are maintained to the highest standards consistent with keeping costs to the homeowners as low as possible
2. Help make Britton Falls a premier, active adult community in terms of appearance
3. Determine the number of subgroups desired and appoint the leaders for each
4. Hold monthly open meetings that include updates from the subgroups
5. Coordinate the current subgroups
 - a. Water features
 - (1) Retention ponds
 - (2) Fountains
 - b. Landscaping
 - (1) Trees
 - (2) Irrigation
 - (3) Community Landscape Beds
 - (4) Benches and sitting bench areas
 - (5) Mowing - Lawns
 - c. Wooded areas
6. Plan for potential subgroups which would oversee these areas that are supervised by the current subgroups
 - a. Recreation
 - (1) Courts
 - (2) Trails
 - b. Animal control
 - c. Public thoroughfares
 - (1) Streets and street lights
 - (2) Sidewalks
 - (3) Signage

Issue Monitoring Subcommittee

The Chair shall

1. Establish a subcommittee of homeowners interested in working together to meet the responsibilities of this subcommittee.
2. Create and maintain reports on the status of issues brought to the attention of the Advisory Committee, including items identified in regular meetings or by the work of the Advisory Committee and its subcommittees.
3. Organize the information to focus on tracking the issues from identification to resolution.
4. Present monthly written reports (updates) to the Advisory Committee.

LEGAL SUBCOMMITTEE
Currently Inactive

The Chair shall

1. Establish a subcommittee consisting of homeowners, at least two of which are members of the Advisory Committee
2. Be the Chair of the Advisory Committee
3. Plan meetings with the attorney selected by the Advisory Committee to determine our legal rights and requirements as an Advisory Committee during preparation for transition into a homeowner HOA *
4. Keep the Advisory Committee informed on discussions related to the community both now and in the future

* Mr. Steven Earnhart, attorney - earnhart@indiana-attorneys.com

RESERVE STUDY AD HOC COMMITTEE

The Reserve Study Ad Hoc Committee is composed of the Finance Subcommittee, the Advisory Committee Chair, the Advisory Committee Vice Chair, and additional homeowners that the Advisory Committee Chair appoints. The purpose of the Reserve Study is to provide projections of future expenditures for replacement and non-routine maintenance of the common property of Britton Falls. It includes recommendations regarding homeowner contributions that should be made to the Reserve Fund.

This Reserve Study Ad Hoc Committee is only active while a reserve study is in process and immediately afterward during a follow-up period. It is scheduled to be reinstated in 2019, or whenever the next Reserve Study is designated. The most recent Reserve Study was performed in 2015 by RSI Consultants, a subsidiary of Comer, Nowling and Associates, P.C. Their report, Reserve Study 2016, is available on the Britton Falls website.

When the committee is active, it should review the current study with the Reserve Study consultant, the Advisory Committee’s attorney, and the management company. The subcommittee represents the Advisory Committee and homeowners by actively participating in the review process in such ways as clarifying information reported, offering suggestions and making requests. In its review, the committee should assess potential problems, projects, or opportunities in the Britton Falls community that might require capital expenditures for repair or improvement. It should identify, or recommend, potential changes and improvements that can be made while in the transition planning stage.

Reserve Fund Current Distribution

New Home Sale	\$750 \$300 (\$400)	Pulte – Reserve Fund Pulte – Operating Fund
Resale	1% of [up to] \$150,000 of gross selling price	Pulte – Reserve Fund
HOA Monthly Fees	\$14.00	HOA – Reserve Fund

Distribution Prior to October 1, 2017

New Home Sale	\$245 \$100	HOA – Reserve Fund HOA – Operating Fund
Resale	1/3 of 1% of gross selling price	HOA – Reserve Fund
HOA Monthly Fees	\$11.00	HOA – Reserve Fund

TRANSITION AD HOC COMMITTEE

The HOA Board of Directors (Pulte) has appointed by resolution an eight-member Transition Committee effective January of 2019. This committee will serve until turnover of the community from developer controlled to homeowner controlled, which is currently expected to occur in the 3rd or 4th quarter of 2021.

Two Transition Plans, one drafted in 2016 by Gary Patterson and his subcommittee, and a plan submitted by Pulte, are being reviewed by the Transition Committee with the goal of posting the final Transition Plan on the Britton Falls website in the second quarter of 2019. This will serve as the guide for turning over the community from Pulte to the homeowners.

After the plan is posted, the Transition Committee will be seeking volunteers to help with the transition.

The Transition Committee will provide regular reports to the Advisory Committee and the community.

Transition Committee Members

Name		Phone	Email Address
Dan Canan	Resident	317.747.4260	dbcanan1988@gmail.com
Greg Keffer	Resident	317.478.2560	keffergreg786@gmail.com
Nick Kirincich	Resident	317.445.9906	nick_kir@yahoo.com
Joseph Lamirand*	Resident	317.485.4258	dnarimal8@gmail.com
Scott Mertz	Resident	224.828.0253	scottmertz16583@gmail.com
Lee Clouse	CMS	317.983.1679	le@communityms.net
David Compton	Pulte Group	317.575.2350	david.compton@pultegroup.com
Kristi Herbst	Pulte Group	317.814.2235	kristi.herbst@pultegroup.com

*Chair

SECTION IV

REFERENCE MATERIALS

ADVISORY COMMITTEE DIRECTORY

Current Advisory Committee – 2019

Name	Phone	Email	Term Ends
Dan Canan	317-747-4260	dbcanaan1988@gmail.com	2019
Judy Spears	317-603-4141	spearsjs7998@gmail.com	2019
Sue Dickhans	630-632-9703	sdickhans@yahoo.com	2020
Nick Kirincich *	317-445-9906	nick_kir@yahoo.com	2020
Scott Mertz	224-828-0253	scottmertz16583@gmail.com	2020
Brad DeReamer	317-538-1684	brad@dereamer.org	2021
Greg Keffer	317-478-2560	keffergreg786@gmail.com	2021
Dane Hamilton	Volunteer	ddane522@yahoo.com	

Former Members Residing in Britton Falls

Name	Phone	Email	Term Ended
Larry Amick	317-586-7997	AmicksLT@comcast.net	2017
Carol Blocher	317-288-0561	cablocher@gmail.com	2011
Rebecca Brown	317-485-0773	rebabrown@gmail.com	2008
C. J. Calvert	317-219-6665	cjcalvert@comcast.net	2010
Penny Carduff	317-480-6938	4pennyc@comcast.net	2015
Jerry Casey	317-567-4078	kcdad1@comcast.net	2011
Linda Chew*	515-229-5365	lindachew42@yahoo.com	2014
Judith Coons	317-671-0571	jcoons060@embarqmail.com	2011
Bill Deas	317-446-1562	Bldeas@juno.com	2015
Brad DeReamer	317-538-1684	Brad@DeReamer.org	2016
Cliff Duffer	317-603-4141	littlehouse07@comcast.net	2008
Mike Flaherty	317-567-4043	flastttop45@hotmail.com	2012
Lynne Flynn	865-924-9915	lynneandim13@gmail.com	2018
Lance Johnson	317-519-7300	gapapappy@comcast.net	2015
Vivienne Kerwin	773-835-4585	vjkerwin@yahoo.com	2012
Karl Klee	317-219-5302	mustangbobk@hotmail.com	2010
Jim Kmak	317-747-7142	bmc3c1@comcast.net	2014
Dave Krathwohl	317-219-5686	md63@comcast.net	2009

Joseph Lamirand*	317-485-4258	dnarimalbf@gmail.com	2009
Stephen Leonard	317-219-6273	steveleonard@comcast.net	2009
Bill Livezey	317-225-0033	lvzjr@comcast.net	2013
Mary Carmel Loftus	317-219-5717	mcloftus@comcast.net	2014
Jim Mervilde	317-288-4984	jmervilde@comcast.net	2016
Jim Miles*	317-480-6938	jimmiles65@gmail.com	2017
Chuck Miserendino	260-415-3911	dodychuck@hotmail.com	2015
Michael Moore	317-747-5988	m.moore@moreheadstate.edu	2017
Sue Muse	317-443-6799	Suemuse@apsandmuse.com	2015
Gary Patterson	317-589-1414	garyfromtn@aol.com	2011
Gene Peto	317-485-2163	eupa515@gmail.com	2011
Larry Raasch	515-229-5365	raasch.llr@gmail.com	2018
Terry Reef	317-671-0571	tsreef@outlook.com	2016
Larry Robinette*	317-288-5629	larry.robinette@gmail.com	2015
Jim Rubush	317-774-5263	jamesrubush@ymail.com	2013
Debbie True	317-422-4005	dit54@att.com	2015
Will Weaver	317-313-9652	willin5471@hayoo.com	2008
Dave Whan*	317-747-7112	dlwhan@me.com	2014
Linda Wright	317-371-2485	lmsw@att.net	2013
Greg Zolezzi	317-485-6706	gz5976@gmail.com	2011

*indicates member serving, or served, as Advisory Committee Chair

Advisory Committee Subcommittee Chairs

Subcommittee	Chair	Email
Buildings	Greg Keffer	keffergreg786@gmail.com
Communications	Sue Dickhans	sdickhans@yahoo.com
Documentation	Judy Spears	spearsjs7998@gmail.com
Finance	Brad DeReamer	brad@DeReamer.org
Election	Sue Dickhans	sdickhans@yahoo.com
Government Relations	Dan Canan	dbcanan1988@gmail.com
Grounds	Nick Kirincich	nick_kir@yahoo.com
Issue Monitoring	Scott Mertz	scottmertz16583@gmail.com
Reserve Study	Dan Canan	dbcanan1988@gmail.com

Advisory Committee Membership Transition Chart

2016	2017	2018	2019	2020	2021
Mervilde					
DeReamer					
*Spears					
*Reef					
Miles	Miles				
Amick	Amick				
Moore	Moore				
Flynn	Flynn	Flynn			
Raasch	Raasch	Raasch			
	<i>Canan</i>	Canan	Canan		
	<i>Spears</i>	Spears	Spears		
		<i>Dickhans</i>	Dickhans	Dickhans	
		<i>Kirincich</i>	Kirincich	Kirincich	
		<i>Mertz</i>	Mertz	Mertz	
			<i>DeReamer</i>	DeReamer	DeReamer
			<i>Keffer</i>	Keffer	Keffer
				<i>New-C</i>	New-C
				<i>New-D</i>	New-D
					<i>New-E</i>
					<i>New-F</i>
					<i>New-G</i>

Bold – Final year of service

Italics – First year of service

Name* - Served partial term to fill a vacancy

Britton Falls References

Pulte Board of Directors

David Compton	317-249-1128	david.compton@pultegroup.com
Kristi Herbst	317-575-2350	kristi.herbst@pultegroup.com
Joe Marx		

Community Management Services, Inc (CMS)

Lesley Stoffler	President/CEO	317-631-2213 x212	LSS@communityms.net
Lee Clouse	Vice President	317-983-1679	LC@communityms.net
Shelley Perez	Area Community Manager	317-559-3339	SMP@communityms.net

Britton Falls Chateau Management

John Doehrman	Property Manager	317-288-0532 x224	Jmd@communityms.net
Cathy Paschen	Lifestyle Director	317-288-0532 x227	bfllifestyle@comcast.net
Brad Bryant	Maintenance Director	317-288-0532 x226	bfmaint@comcast.net
Cory Major	Office Manager	317-288-0532 x225	bfofficemanager@comcast.net

Britton Falls by Del Webb – Sales Office

15305 Trebbiano Drive

Fishers IN, 46037

317-485-7100

866-334-9322

<http://www.delwebb.com/communities/in/fishers/britton-falls/11908/index1.aspx>

Direct Contacts for Britton Falls Services

Homeowners Building (Post-Closure) Requests	Pulte Customer Care 877-785-8348 https://www.delwebb.com/service-request
Information about Covenants or Design Guidelines or Violations	John Doehrman 317-288-0532 x224 Property Manager jmd@communityms.net
Architectural Review and Approval Requests (Can also be requested using the Caliber Web Users Guide. See below.)	John Doehrman 317-288-0532 x224 Property Manager jmd@communityms.net
Common Area: Facility, Ponds, and Roads Issues	John Doehrman 317-288-0532 x224 Property Manager jmd@communityms.net
Common Area: Landscaping and Irrigation Issues	Brad Bryant 317-288-0532 x226 Maintenance Director bfmaint@comcast.net
Homeowner: Landscaping, Irrigation & Maintenance Requests	
Homeowner: Trimming, Mowing, Pruning & Irrigation Requests	
Additional Landscaping on Homeowner's Lot: Plants, Trees, Shrubs	Hittle's Landscape 317-896-5697
Trimming, Mowing, Pruning, Irrigation	Brad Bryant 317-288-0532 x226 Maintenance Director bfmaint@comcast.net
General Maintenance of Plants, Trees, Shrubs	Tim , Hittle Britton Falls 317-896-5697x 253 Account Manager tima@hittlelandscape.com
Replacement Trees, Shrubs, Patio Upgrades, etc.	David , Hittle Estimating 317-896-5697 x228 davidw@hittlelandscape.com
Billing, Service	Hittle Customer Service 317-896-5697x 248 tracee@hittlelandscape.com

CALIBER WEB USERS GUIDE

The **Caliber Web** system facilitates the reporting and tracking of requests from residents. Residents enter a description of their request and can monitor the status. This is the **preferred method** for initial reporting of a problem.

Caliber Web – the online reporting system

http://65.123.104.163/CaliberWeb2_CMS/default.aspx

Caliber Web Users Guide - [Caliber Web User Guide](#)

The Advisory Committee's Info for Using Caliber Web -

http://www.ourbrittonfalls.net/Homeowner_Network/Advisory_Committee/Caliber_Web_Steps_for_Submitting_Maintenance_Requests.htm

Community Emergency Reporting

Call: Brad Bryant, Britton Falls Maintenance Director at 317-288-0532, Ext 226.

If you cannot reach Brad, call 317-631-2213 and choose Option 6 for a live answering service.

Source: <http://www.ourbrittonfalls.net/>

Utilities and Subcontractors

Electric	Duke Energy	800-521-2232
Telephone	Century Link	886-304-6820
Water (only)	Citizens Energy Group	317-924-3311
Cable/Internet/Phone	Comcast (Jim Siglar)	877-237-0576 317-491-0333
Cable/Internet/Phone	Spectrum (Travis Ray)	317-339-4802
Satellite TV	Direct TV	866-579-6530
Satellite TV	Dish Network	888-825-2557
Gas	Vectren	800-227-1376 #2
Trash Removal Recycling	Republic	317-926-5493 317-917-7302 #0
Sewer	HSE Utilities	317-577-2300
Security Monitoring	ADT	877-473-9430

Principal Subcontractors

Electrical	R.A. Pritt Electric	317-861-6849
Plumbing	R.T. Moore Co., Inc.	317-291-1052
Heating/Air Conditioning	Air Tron	317-783-3101
Swimming Pools	Pyle's Pools	317-288-5317
Landscaping/Irrigation	Hittle's Landscape	317-896-5697
BF Security Provider	Koorsen Fire & Security	317-542-1800
Fountains/Chemicals	ASAP Aquatics	317-591-9000
Algae Control	ASAP Aquatics	317-591-9000

The Chateau

13079 Del Webb Pkwy, Fishers, IN 46037

The Chateau Front Desk

317-288-0532

Services and Policies

The Chateau is open each day of the year, except Easter, Thanksgiving, Christmas and New Year's Day. It closes at noon on Christmas eve and New Year's Eve.

Chateau Hours

Monday-Friday 6am – 9pm

Saturday-Sunday 8am – 8pm

Pool Hours

Monday-Friday 7am-8pm

Saturday-Sunday 8am-8pm

Children's Pool Hours

Monday-Thursday 4pm-6pm

Friday 5-8pm

Saturday-Sunday 1pm-4pm

Staff

The Front Desk is staffed during the open hours using a combination of staff members and the Office Manager. The Office Manager generally works from 9am to 5pm Monday through Friday. Usually, the staff members are residents who are hired to work in three or four-hour shifts. Services include free faxes, copies for a small fee, and Britton Falls forms.

The Villa

16485 Del Webb Pkwy, Fishers, IN 46037

Opened during scheduled activities.

Please contact the ***Chateau Front Desk*** for information and assistance.

The Chateau Front Desk

Payments and Fees

Fees, payments, and method of payment differ by the type of activity and event. When the payment method is managed by Britton Falls, the payment options are check or credit/debit card (*MasterCard*, *Visa* and *Discover*); no cash is accepted. Checks to Britton Falls should be payable to "***Britton Falls HOA***", or "***BF HOA***".

If there is an exception to the above, the announcements for classes and events will include method of payment.

Classes

1. Classes conducted by residents or outside presenters are paid by check to the person or company conducting the class. Class fees vary.
2. Fitness classes are conducted by an outside presenter and have a fee per class, currently \$5.00; fees are paid by credit card or check payable to Britton Falls HOA.
 - a. Passes for fitness classes are available in quantities of five classes (\$25.00) or ten classes (\$50.00). These passes never expire.
 - b. Monthly fitness passes (\$35.00) are available and are valid for an unlimited number of classes but only from the first day of the month until the last day of that month.

If homeowners have any questions about fees, they may call the Chateau Front Desk.

Clubs and Special Events

Clubs dues are paid in cash or check to the Club Treasurer. Payments for Britton Falls Special Events must be paid by check to "Britton Falls HOA", or "BF HOA".

Reserve Fund for Britton Falls

Distribution

New Home Sale	\$750	Pulte – Reserve Fund
	\$300 (\$400)	Pulte – Operating Fund
Resale	1% of [up to] \$150,000 of gross selling price	Pulte – Reserve Fund
HOA Monthly Fees	\$14.00	HOA - Reserve Fund

Distribution Prior to October 1, 2017

New home sale	\$245	HOA - Reserve Fund
	\$100	HOA – Operating Fund
Resale	1/3 of 1% of gross selling price	HOA - Reserve Fund
HOA Monthly Fees	\$11.00	HOA - Reserve Fund

Creating and Updating the Advisory Committee Guidebook

1. The contents of this document will be reviewed, updated, and approved on an annual basis as a responsibility of the Documents Subcommittee. The Advisory Committee's approval is recorded in the monthly meeting minutes. The most recently approved version of the Advisory Committee Guidebook is uploaded to the Britton Falls portal. In addition to the annual update, the Documents Subcommittee or the Advisory Committee may initiate the review and approval process for necessary updating at other times throughout the year.
2. Beginning in 2016, the Advisory Committee Guidebook, (formerly "Advisory Committee Handbook"), was prepared by the Documents Subcommittee. Advisory Committee members contributed to its content during open workshops. The Final draft was sent to each Advisory Committee member via email for review and comment. This finalized guidebook was approved by the Advisory Committee in September of 2016.
3. A subcommittee of homeowners submitted recommendations to the property management company (CMS) in 2015. Documents with change recommendations are: The Declaration of Covenants, Conditions, and Restrictions; Operating Rules and Regulations; By-laws of Britton Falls; and Design Guidelines. Homeowners who compiled the changes were Carol Blocher, Joe Lamirand, Gary Patterson, and Deb True. The Transition Document was prepared by Gary Patterson.
4. Annual review and approval of content of this Guidebook continues according to the schedule identified in the first entry, above. At a minimum, the updates are annually; additional updates are directed by the Documents Subcommittee and/or the Advisory Committee.

SECTION V

Our Britton Falls Website

<http://www.ourbrittonfalls.net>

Website Contents Outline

Events

- Calendar
- Photos
- Fitness

News & More

- Local & National News
- Local Weather
- Email
- Map

Charter Clubs & Interest Groups

Homeowner Network

- Homeowner Directory
- Message Board
- Advisory Committee
 - Advisory Committee Members
 - Advisory Committee Subcommittee Chairs
 - Advisory Committee Meeting Minutes
 - Britton Falls Financial Statements
 - The Wine Press - *Monthly A C Newsletters and INDEX of Content*
 - Britton Falls Reserve Studies
 - Transition Plan
 - 2014 Britton Falls Amenities Committee Recommendations
 - Caliber Web Steps for Submitting Maintenance Requests
 - AC 2017 Britton Falls Budget
 - AC Project Tracking Report
 - Building Subcommittee Documents
 - Advisory Committee Guidebook 2019

Community Governance

- Association Dues & Payments
- HOA Documents
 - HOA Documents
 - Landscaping
 - Property Manager Reports
- Maps
- Budget & Finance
- Forms
- Caliber Web Link

Marketplace

- Marketplace Sponsors
- Community Classifieds

Amenities

- Chateau – Contact Us
- Pool

Locating Information

<http://www.ourbrittonfalls.net>

Events

PATH: > [Home Page](#)> Events >

- Calendar
- Photos
- Fitness [Classes and Programs; Fitness Pass; Personal Trainers]

Calendar – A real-time activities and events calendar, including a printer-friendly version

Photos – Provides photo albums from community special events

Fitness – Classes and Programs with Descriptions; Fitness Manager/Training Contacts

News & More

PATH: > [Home Page](#)> News & More >

- Local & National News
- Local Weather
- Email
- Map

Local & National News – Links for U.S. News and National and World News via CNN

Local Weather - Weather links for The Weather Channel's (Weather.com) local weather (Fishers), *Doppler* radar, and *Allergy Tracker*

Email – Direct links to Yahoo Mail, Gmail, Comcast, AOL, Hotmail, and Embarq Mail

Map – Direct link to Google Maps. It illustrates the location and address of the Chateau.

Charter Clubs & Interest Groups

PATH: > [Home Page](#)> Charter Clubs & Interest Groups

This is a *Resident Login Page* which requires an Email Address and Password for login. After logging in, the homeowner may obtain information about each club or interest group as well as a sign-up to the club's mailing list.

Locating Information

<http://www.ourbrittonfalls.net>

Homeowner Network > Homeowner Directory

PATH: > [Home Page](#)> Homeowner Network > Homeowner Directory

Access to the homeowner directory (name, address, email and phone) requires the homeowner's Email Address and Password for login. After logging in, the homeowner may obtain information, and a photo, of each homeowner (if the homeowner has provided that information).

Homeowner Network > Message Board

PATH: > [Home Page](#)> Homeowner Network > Message Board

Not in use at this time

Homeowner Network > Advisory Committee

PATH: > [Home Page](#)> Homeowner Network > Advisory Committee >

- Advisory Committee Members
- AC Subcommittees
- Advisory Committee Meeting Minutes
- Britton Falls Financial Statements
- The Wine Press
- Britton Falls Reserve Studies
- Transition Plan
- 2014 Britton Falls Amenities Committee Recommendation
- Caliber Web Steps for Submitting Maintenance Reports
- AC 2017 Britton Falls Budget
- AC Project Tracking Report
- Advisory Committee Guidebook 2019

Locating Information

<http://www.ourbrittonfalls.net>

Community Governance > Association Dues & Payments

PATH: > [Home Page](#) > Community Governance > Association Dues & Payments

This is the location for the *Community Management Services, Inc.* (CMS) site, at which homeowners may login and **pay HOA fees**; User Name and Password are required. For clarification, see below: “Homeowner Guide to ePayments”, “Homeowners Guide to ePayments Quick Payment”, and “NEW PAYMENT & BANK CLARIFICATIONS”.

Community Governance > HOA Documents > HOA Documents

PATH: > [Home Page](#) > Community Governance > HOA Documents > HOA Documents

[BF HOA General Proxy Form 2018](#)
[BF HOA Annual Meeting 2018 Agenda Item Form](#)
[Plumbing Recommended Best Practices](#)
[BF HOA Annual Meeting Minutes February 27, 2018](#)
[HOA 2016 Annual Meeting Minutes, February 28, 2017](#)
[TM Engineering Report](#)
[Britton Falls by Del Webb Reserve Study - Final Draft](#)
[Britton Falls Amenity Plan - 2014 Presentation](#)
[The Villa - Floor Plan](#)
[Del Webb Community Building Annex - 2016 Presentation](#)
[Fishers Fire Department Update for Insurance Pool Rules 2016](#)
[Declaration of Covenants for Britton Falls](#)
[Britton Falls-Second Amendment to the Declaration](#)
[Britton Falls Consent of Declarant for Amendment of Bylaws](#)

[Britton Falls BOD Resolution regarding Loan](#)
[Britton Falls Bylaws](#)
[Charter Club Manual](#)
[Britton Falls Community Disclosure Design Guidelines](#)
[Operating Rules & Guidelines](#)
[Governing Documents Review Process Document Control](#)
[HOA Transition Plan 2016](#)
[Homeowner Guide to ePayments](#)
[Homeowners Guide to ePayments Quick Payment](#)
[Cyntheanne Rd. Sub-District Exhibit Map](#)
[Free Chlorine Letter](#)
[Britton Falls Library Guidelines](#)
[HOA Meeting Minutes - December 8th, 2015](#)
[Villa Property Layout](#)
[Del Webb Britton Falls Builders Forum 2016](#)
[Britton Falls 2016 Budget](#)
[Caliber Web User Guide](#)
[HOA Meeting Minutes - Feb 23, 2016](#)
[NEW PAYMENT & BANK CLARIFICATIONS](#)

Locating Information

<http://www.ourbrittonfalls.net>

Community Governance > HOA Documents > HOA Documents > Landscaping

This is the location for landscaping schedules and information.

[Pond Map](#) follow link to view a map of Britton Falls ponds

[2018 Landscape Schedule \(Click link below\)](#)

[2018 Landscape Schedule](#)

Mowing Schedule for 2018

Plant Packages

[Ascend](#)

[Brunello](#)

[Cabernet](#)

[Castle Rock](#)

[Chardonnay](#)

[Deerborn](#)

[Discover](#)

[Fredrick Bay](#)

[Landcaster](#)

[Martin Ray](#)

[Meritage](#)

[Merlot](#)

[Napa Valley](#)

[Passport](#)

[Reflection](#)

[Reisling](#)

[Shiraz](#)

[Sonoma Cove](#)

[Trailblazer](#)

[Verdot](#)

Not listed:

Abbyville and Bordeaux

[Final No Prune 2018](#)

An excel document with tabs for "No Prune"; "Black Dyed Mulch"; and the "No Mulch" request lists.

Community Governance > HOA Documents > HOA Documents > Property Manager Reports

[August 2018 Property Manager Report](#)

[July 2018 Property Manager Report](#)

[June 2018 Property Manager Report](#)

[May 2018 Property Management Report](#)

[April 2018 Property Management Report](#)

[March 2018 Property Management Report](#)

[February 2018 Property Management Report](#)

[January 2018 Property Management Report](#)

[December 2017 Property Management Report](#)

[November 2017 Property Management Report](#)

[October 2017 Property Management Report](#)

[September 2017 Property Management Report](#)

[August 2017 Property Management Report](#)

[July 2017 Property Management Report](#)

[June 2017 Property Management Report](#)

[May 2017 Property Management Report](#)

[April 2017 Property Management Report](#)

[March 2017 Property Management Report](#)

[February 2017 Property Manager Report](#)

[January 2017 Property Manager Report](#)

[December 2016 Property Manager Report](#)

[November 2016 Property Manager Report](#)

[October 2016 Property Manager Report](#)

[September 2016 Property Manager Report](#)

[August 2016 Property Manager Report](#)

[July 2016 Property Manager Report](#)

[June 2016 Property Manager Report](#)

[May 2016 Property Manager Report](#)

[April 2016 Property Manager Report](#)

[March 2016 Property Manager Report](#)

[February 2016 Property Manager Report](#)

[January 2016 Property Manager Report](#)

[December 2015 Property Manager Report](#)

Locating Information

<http://www.ourbrittonfalls.net>

Community Governance > HOA Documents > Maps

PATH: > [Home Page](#) > Community Governance > HOA Documents > Maps

[Britton Falls Color Map](#)

[Expandable Map](#)

Community Governance > HOA Documents > Budget & Finance

PATH: > [Home Page](#) > Community Governance > HOA Documents > Budget & Finance

[Britton Falls Web Financials December 2018](#)

[Britton Falls Web Financials November 2018](#)

[Britton Falls Web Financials October 2018](#)

[Britton Falls Web Financials September 2018](#)

[Britton Falls Web Financials August 2018](#)

[Britton Falls Web Financials July 2018](#)

[Britton Falls Web Financials June 2018](#)

[Britton Falls Web Financials May 2018](#)

[Britton Falls Web Financials April 2018](#)

[Britton Falls Web Financials March 2018](#)

[Britton Falls Web Financials February 2018](#)

[Britton Falls Web Financials January 2018](#)

[Britton Falls Web Financials December 2017](#)

[Britton Falls Web Financials November 2017](#)

[Britton Falls Web Financials September 2017](#)

[Britton Falls Web Financials July 2017](#)

[Britton Falls Web Financials January 2017](#)

[Britton Falls Web Financials December 2016](#)

[Britton Falls Web Financials November 2016](#)

[Britton Falls Web Financials October 2016](#)

[Britton Falls Web Financials September 2016](#)

[Britton Falls Web Financials August 2016](#)

[Britton Falls Web Financials July 2016](#)

[Britton Falls Web Financials June 2016](#)

[Britton Falls Web Financials May 2016](#)

[Britton Falls Web Financials April 2016](#)

[Britton Falls Web Financials March 2016](#)

[Britton Falls Web Financials February 2016](#)

[Britton Falls Web Financials January 2016](#)

[2012 Britton Falls HOA Year End Financials](#)

[2013 Budget](#)

[2015 Budget](#)

[Britton Falls Reserve Study and Planning](#)

[2016 Britton Falls Reserve Study](#)

[Reserve Study 2010](#)

Community Governance > HOA Documents > Forms

PATH: > [Home Page](#) > Community Governance > HOA Documents > Forms

[Calendar 2019 for Recycle](#)

[Architectural Review Form 2014](#)

[Concern Form](#)

[Craft Locker Usage Form](#)

[Vacation Check Form with Fishers Police Department](#)

Locating Information

<http://www.ourbrittonfalls.net>

Community Governance > Caliber Web Link

PATH: > [Home Page](#) > Community Governance > Caliber Web Link

This is the location for the Caliber Web Link, the homeowners' online maintenance request and reporting (status) system. This site requires a User Name and Password for your personal login.

For assistance using the system, please refer to the following

The *Caliber Web Users Guide* - [Caliber Web User Guide](#)

The *Advisory Committee's Info for Using Caliber Web* -

http://www.ourbrittonfalls.net/Homeowner_Network/Advisory_Committee/Caliber_Web_Steps_for_Submitting_Maintenance_Requests.htm

Marketplace > Marketplace Sponsors

PATH: > [Home Page](#) > Marketplace > Marketplace Sponsors

This is the location for the list of members of *Britton Falls Marketplace Sponsors*, businesses that support the homeowners' special events and educational activities. Login required.

Marketplace > Community Classifieds

PATH: > [Home Page](#) > Marketplace > Community Classifieds

This is the homeowners' place for posting classified advertising. Access requires login.

Amenities > Chateau – Contact Us

PATH: > [Home Page](#) > Amenities > Chateau – Contact Us

This location contains contact information for the Chateau, staff members and Hours.

Amenities > Pool

PATH: > [Home Page](#) > Amenities > Chateau – Contact Us

This location contains information about the hours permitted for *Grandchildren Swim* time and notes about some of the features of the swimming facilities