

COWELL HOMEOWNERS ASSOCIATION, INC.

Open Session Board of Directors Meeting • Thursday, July 28th, 2022

BOARD MEETING MINUTES

Board Members Present	Mike Kindorf Edward Baluta Brian Beckon Rebecca D'Lima Ken Dixon Jason Moore	President Treasurer Secretary Director at Large Director at Large Director at Large
Board Members Absent	Mike Cannon	Vice-President
Others in Attendance	Bill Mazza of Common Interest Management Services	
Meeting Location	Teleconference	

CALL TO ORDER

The meeting was called to order at 7:02pm. It was determined that a quorum was present.

HOMEOWNER'S OPEN FORUM

The Homeowner's Open Forum was held for those in attendance.

APPROVAL OF MINUTES

A motion was made and seconded to approve the minutes from the June 23rd, 2022 Board of Directors Meeting. **The motion carried.** Director Baluta abstained as he was not present for this June meeting.

COMMITTEE REPORTS

Committee Chair Dixon provided the Board with an update from the most recent Architectural Committee meeting. The Board was also given the General Manager's report detailing ongoing projects and any noteworthy property updates.

TREASURER'S REPORT & FINANCIAL REVIEW

Item: Treasurer's Report

The Treasurer's Report was provided to the Board.

Item: Collections Action

A motion was made and seconded to approve sending the following delinquent account to collections for non-payment of assessments should the account not be brought current by September 1st, 2022:

- Account #075444732

The motion carried unanimously.

Item: Financials as of June 30th, 2022.

The Board received and reviewed the Association's financials dated June 30th, 2022.

NEW BUSINESS / ACTION & DISCUSSION ITEMS

Item: Ratify Main Pool Extended Hours

As a result of the continued delays with the East and West Pool pump room rehabilitation projects, a motion was made and seconded to ratify the decision to extend the Main Pool hours to 9:30pm daily.

The motion carried unanimously.

Item: Clubhouse Reservation Policy

A motion was made and seconded to approve the *Clubhouse Reservation Policy* as presented by management, including the following supplemental documents:

- *Clubhouse Rental Agreement*
- *Clubhouse Rental Insurance Requirements*
- *Clubhouse Rental Procedure & FAQ*
- *Clubhouse Event Walkthrough Checklist*
- *Clubhouse Staff Event Information Sheet*
- *Clubhouse Staff Reservation Procedures*

The motion carried unanimously. The full policy and all supplemental documents have been appended to these minutes.

Item: Clubhouse Schedule

The Board discussed the current Clubhouse operating hours, following several requests from homeowners. The Board directed management to instruct the Clubhouse staff to take notes of the number of individuals using the Clubhouse on an hourly basis through the month of August, to be reviewed at the regular August Board meeting.

Item: Curb Stenciling – CHOA Logo

Trevor Knoflick, an Association resident, is requesting use of the Cowell Homeowners Association, Inc. logo for a proposed curb-stenciling business enterprise within the community. A motion was made and seconded to approve this resident's request to utilize the Association's logo in this business enterprise, provided he does not appear to represent or act on behalf of the Association in any way. **The motion carried unanimously.**

Item: Cowell Rd Monument Landscape Enhancement Proposal

A motion was made and seconded to approve revised proposal #530 from Mike McCall Landscape to upgrade and enhance the Cowell Rd monument landscape area in the amount of \$4,115.50. **The motion carried unanimously.**

Item: Lawn Conversion Project – Cowell Rd Entrance

The Board reviewed a proposal from Mike McCall Landscape to remove roughly 37,700 square feet of turf near the west Cowell Rd entrance and replace it with low-water use plant material.

The Board would like more information on this project, specifically an estimate of how much savings might be realized as a result of this conversion.

Item: Main Playground Drinking Fountain Replacement

The Board reviewed several proposals for replacing the drinking fountain near the main playground, adjacent to tennis court #3. The board requested additional drinking fountain options to choose from, including designs that would specifically make it difficult for children to pack sand into the drain area, as this has been a consistent issue with this particular drinking fountain.

Item: Central Greenbelt Concrete Repair Project

The Board reviewed three proposals for removing and replacing approximately 8,100 square feet of cracked, slick, or otherwise failing walkways in the central greenbelt area. A motion was made and seconded to approve proposal #PR-25189 from American Asphalt in the amount of \$145,000.00. **The motion carried unanimously.**

Item: South Slope Well Discussion

The Board reviewed a report from PumpMan Norcal, who recently pulled the South Slope pump and inspected the condition of the well. PumpMan's professional recommendation is that the current well

will be expensive to salvage and continuously maintain, and instead recommends drilling a replacement well. The Board requested that management confirm if the South Slope water tank provides irrigation for the entire slope, or just one particular controller. The Board reiterated that it would like to focus on reducing overall irrigation need along the South Slope, rather than investing in a new well, but that decision will be officially made once more information is made available.

Item: Pool / Clubhouse Activities and Programs – Water Aerobics, Etc.

The Board discussed the possibility of hosting more activities and programs on the common area facilities, such as water aerobics, mat Pilates, or yoga. The Board directed management to gauge homeowner interest through the *Signal* and *e-Signal* newsletters, and to start talking to vendors the Association might utilize.

The Board delegated decision-making authority related to scheduling and putting on activities or programs for the remainder of the year to Directors Dixon and D'Lima. **The motion carried unanimously.**

Item: Signal Distribution Discussion

The Board discussed the possibility of resuming physical distribution of the *Signal* newsletter, now that the Clubhouse has reopened. After a lengthy discussion of several potential options available, a motion was made and seconded to endeavor to resume physical distribution of the *Signal* as soon as practicable, but continue to make the digital edition available to all residents. **The motion carried.** Director Dixon opposed.

The Board directed management to place this discussion item on the agenda for the August or September Board meeting.

Item: 2023 Reserve Study

A motion was made and seconded to delegate authority to Directors Kindorf, Dixon, and Baluta to work with the General Manager and the Reserve Analyst to finalize a draft of the 2023 Reserve Study, to be presented to the Board for approval at the August Board meeting. **The motion carried unanimously.**

Item: 2022 Board Election – Acclamation

The deadline for nominations for the 2022 Board election was July 23rd, 2022. The Association's Inspector of Elections confirmed that they determined that the number of qualified candidates is not more than the number of vacancies to be elected, and that the Association may proceed with election by acclamation as set forth in Civil Code 5103.

A motion was made and seconded to approve to elect the following candidates by acclamation to the Board:

- Mike Kindorf
- Jason Moore
- Sandeep Singh

The motion carried unanimously. The two-year term will begin at the upcoming 2022 Annual Meeting of the Members.

STANDING ITEMS

Item: Rental Requests

A motion was made and seconded to approve the following rental request:

- 4483 Silverberry Ct

The motion carried unanimously.

Item: Association Committees

No action taken.

Item: Late Fee Waiver Requests

No action taken.

Item: Good of the Order / Director's Comments

The Good of the Order / Director's Comments portion of the meeting was held for those in attendance.

MOTION TO ADJOURN

There being no further business and no objections, a motion was unanimously carried to adjourn the meeting at 9:31pm.

EXECUTIVE SESSION SUMMARY

Per Civil Code § 4935(e), any matter which was discussed in Executive Session must be generally noted in the minutes of the immediately following open Board meeting.

The Board of Directors met in Executive Session on July 28th, 2022 to discuss the Walnut Country Swim Team lease agreement, and homeowner discipline related to dogs off-leash and an alleged attack. The Board scheduled a disciplinary hearing for late August.

BOARD CERTIFICATION

I do hereby certify that the foregoing is a true and correct copy of the Minutes of the Cowell Homeowners Association Board of Directors meeting as approved by the attending Directors.

M. KINDORF
Director's Name

BOARD PRESIDENT
Office / Position

M. Kindorf
Signature

4 SEP 2022
Date

Clubhouse Reservation Policy

Approved at the July 28th, 2022 Board of Directors Meeting

BACKGROUND

Historically, Cowell Homeowners Association, Inc. ("CHOA") has permitted residents to reserve the Clubhouse for private parties and events. This document will serve as the policy dictating how the reservation process will function, and includes rules, guidelines, dos-and-don'ts – but more specific information is detailed in the appended supporting documents such as the *Rental Agreement* and the *Rental Insurance Requirements*.

PERTINENT DOCUMENTS

To help simplify the reservation process and procedures, we have created several pertinent documents for assisting all parties:

1. *Clubhouse Reservation Policy*
 - a. This document, and details the specific policies regarding reservations, including costs, available hours, etc.
2. *Clubhouse Rental Agreement*
 - a. Includes specific details and requirements for the resident renting the Clubhouse
3. *Clubhouse Rental Insurance Requirements*
 - a. Details specific insurance requirements when renting the Clubhouse
4. *Clubhouse Rental Procedure & FAQ*
 - a. Simple document giving a birds-eye view of the rental process for owners, and includes a list of frequently asked questions
5. *Clubhouse Event Walkthrough Checklist*
 - a. This is the checklist the Clubhouse Staff will utilize when conducting a check-in and check-out inspection, before and after the event, to ensure that nothing was damaged and to see if any additional fees need to be charged.
 - b. This also includes the *Clubhouse Rental Feedback Form*, which will be provided to the resident at the end of the reservation
6. *Clubhouse Staff Event Information Sheet*
 - a. This document will be used by the Clubhouse staff to keep track of Clubhouse reservations and their statuses.
7. *Clubhouse Staff Reservation Procedures*
 - a. Step by step guide of how to handle Clubhouse reservations for the Clubhouse Staff

CLUBHOUSE AVAILABILITY & COST

The Clubhouse is available to rent per the following schedule:

- **Monday-Thursday:** *Unavailable*
- **Friday:** *3pm to 12am*
- **Saturday-Sunday:** *12pm to 12am*

The Lounge is the standard rental room. As you enter the Clubhouse, it is the room to your left with the dancefloor, tables and chairs, raised dining room, fireplace, and bar.

- \$200 fee if the **entire** rental falls within normal Clubhouse operating hours – including cleanup
- \$300 if the rental will continue over past Clubhouse operating hours

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The **Game Room** can be added for an additional **\$50**. This room is to the right of the Clubhouse office, and includes the area with the ping-pong tables, air hockey, and foosball, as well as the upper billiards room.

- If you do **not** add the Game Room, it **will still be available** to residents for use during normal Clubhouse hours. A privacy screen is provided for Lounge-only rentals.

The **Kitchen** (located downstairs) can be added for an additional **\$75**. This room includes two ovens, a microwave, and counterspace for preparing meals.

The Game Room and Kitchen cannot be rented on their own, but can only be included along with the standard Lounge rental.

Rentals must conclude no later than 12am (midnight). This includes cleanup time.

The maximum number of persons allowed in the entire Clubhouse at any one time is 150. The Lounge is restricted to 100 persons, and the Game Room is restricted to 50 persons.

The Main Pool and its surrounding area is not included as a part of the reservation, and is off limits at all times to the resident and all guests. No one may swim in the Main Pool during the reservation.

RESERVATION PROCESS

The Clubhouse Staff will be the primary point of contact for residents with any reservation question or issue. The Clubhouse staff will be responsible for the entire reservation process, from start to finish.

Residents can reserve the Clubhouse by using the Association's online reservation calendar located at <https://cowellhoa.skedda.com>. Clubhouse Staff cannot reserve the Clubhouse for residents; it must be done by the resident directly using this system.

Reservations must be made at least 14 days in advance, and no more than 6 months in the future. Residents are limited to one reservation within a calendar month. Reservations can last a minimum of 4 hours, and a maximum of 8 hours.

No deposit is required. When making the reservation, the resident will enter a valid credit card which will be charged *after* the event has completed. If any items in the Clubhouse were found to be damaged or debris/mess not adequately cleaned up (or any other rule is broken per the Rental Agreement), the resident will be charged an additional fee per the *Schedule of Fees* found in the Rental Agreement.

RENTAL AGREEMENT

Once the reservation has been made online, the resident must physically sign and initial the full Rental Agreement. This is available for download on the Association website, and can also be provided by the Clubhouse staff.

This Rental Agreement must be signed *no less than* 14 days prior to the reservation. Failure to do so will result in the reservation's cancellation and a \$100 cancellation fee being charged.

If the resident is a tenant or renter, the homeowner must also sign the Rental Agreement, as they are ultimately responsible for the actions and behaviors of their tenant.

INSURANCE REQUIREMENTS

Residents are required to provide a one-day event insurance policy in the amount of \$1,000,000 for the day of the reservation. This is in the form of a Certificate of Insurance that names the HOA as both additional insured and the certificate holder.

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If alcohol is being served, the policy *must* include Host Liquor Liability coverage.

Proof of insurance must be provided to the Clubhouse Staff *no less than* 14 days prior to the reservation. Failure to do so will result in the reservation's cancellation and a \$100 cancellation fee being charged.

CANCELLATIONS

A reservation can be cancelled by the resident any time for no charge up to 14 days prior to the event. If the reservation is cancelled less than 14 days prior to the event, a \$100 charge will apply. Any cancellation within 48 hours of the scheduled reservation will be subject to a \$250 charge.

THE EVENT

Unless approved by the Association, setup is to take place only the day of the reservation, during the reservation hours, so as to not interfere with other Clubhouse activities. If the resident wishes to setup prior to the start of the rental, it must be approved by the Association prior to the day of the event. Requests for setup outside of regular Clubhouse hours require approval by the General Manager and may incur an additional fee.

No items may be stored anywhere in the Clubhouse or on Association property prior to the reservation hours, unless previously approved by the Association.

Prior to setup, and at the start of the reservation, the Employee will conduct a walk-through of the Clubhouse to review its condition. Resident has the option to attend this walk-through if desired. It is highly recommended that this walk-through be attended so there are no disagreements as to the condition of the Clubhouse prior to the reservation.

The interior of the Clubhouse areas rented may be decorated at the discretion of the Resident and approval of the Employee, subject to the following restrictions:

1. **No glitter of any kind is permitted within the building.** If evidence of glitter is found, Resident will be charged a fee per the *Schedule of Fees*. This is because it is so difficult to cleanup.
2. No nails, tacks, staples, or glue may be used on or otherwise attached to the walls, fixtures, furniture, or appliances. Standard tapes and push-pins are permitted, but must be removed during cleanup.
3. No duct tape is permitted.
4. No open flame candles (or any other objects featuring an open flame) are permitted within the Clubhouse and may not be lit at any time.
5. All round tables in the Lounge must be protected by table covers at all times. The Association will provide table covers, but the Resident may provide their own if so desired.
6. Furniture, supplies, or any other objects provided by the Resident may not be stacked or piled against walls, woodwork, or windows
7. All exit doors must be clear of furniture and useable as exits at all times
8. No furniture in the Game Room or Lounge may be moved downstairs to the first floor – all furniture located in the Lounge and Game Room must remain so.
9. The billiard tables may not be moved.
10. The table tennis tables may only be used for their original purpose if the Game Room has been included in the reservation. At no point may these tables be used for any other purpose other than the playing of table tennis. No items may be stacked or stored on the table tennis, shuffleboard, or billiard tables at any time.
11. No furniture may be removed from the Clubhouse.

No business may be conducted on the premises during the reservation, and absolutely no alcoholic beverages may be sold. No commercial or fund-raising activities shall be held on the premises without prior Board approval, and no entry fee or other funds may be collected on the premises.

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The Clubhouse Staff may, during the reservation and in his or her discretion, immediately terminate the reservation should he or she make a determination that it is in the best interest of the Association and all persons involved, due to factors including but not limited to property damage, visible drunkenness, hostility, aggression, or belligerent action by any guest, or any other concerning behavior by any person during the reservation.

No alcohol may be served after 11:00pm, even if the Clubhouse is reserved until 12:00am. There shall be no exceptions to this restriction.

CLEANUP

Cleanup involves ensuring that the Clubhouse is in the same condition at the end of the reservation compared to how it was found prior to the start of the reservation. It is the Resident's responsibility to return the Clubhouse to the condition it was in before the reservation.

The Association will make a small number of cleaning supplies and appliances available to the Resident for cleanup, including but not limited to a vacuum, brooms, cloths and rags, cleaning agents, trash cans and trash bags, and mops. In the event that cleanup is not completed to the Association's satisfaction and a fee is charged, the Resident may not contend that any blame was due to the Association provided cleaning supplies or appliances; full responsibility for cleanup following an event always falls on the Resident.

Cleanup includes but is not limited to the following:

- Sweeping and vacuuming floors
- Mopping or wiping up any food or drink spills or messes
- Ensuring all trash/garbage has been put into an appropriate receptacle
- Disposing of all trash bags behind the Business Office
- Checking all furniture for damage
- Returning folding chairs and tables to the storage closet (if utilized)
- All trash must be bagged and disposed of in the dumpsters behind the Business Office. Employee will provide access to this area.

At no point will the Clubhouse Staff assist with cleanup, moving of furniture, or returning tables and chairs to the storage room. Cleanup is 100% the resident's responsibility.

At the end of the reservation, the Employee will conduct a second walk-through inspection and note damage or cleanup issues and the condition of the Clubhouse. The Resident is strongly encouraged to attend this walk-through, as the Employee will point out areas of concern that might result in fees per the *Schedule of Fees* on the Rental Agreement.

SURVEY

Following the completion of the reservation, the resident will be provided with a survey where they can provide anonymous comments and feedback for the reservation process. This will be submitted to the General Manager and all comments received will be considered for improving the process as a whole.

COWELL HOMEOWNERS ASSOCIATION, INC. CLUBHOUSE RENTAL AGREEMENT

This Clubhouse Rental Agreement ("Agreement") is entered into between Cowell Homeowners Association, Inc. ("Association") and the individual signed below who is requesting to hold a private event ("Resident") at the Association-owned Clubhouse building located at 4465 S. Larwin Ave ("Clubhouse"). **If the individual renting the Clubhouse is a tenant or renter, the homeowner on title must also sign below.**

WEREAS, Resident desires to rent Association facilities for their private use; and
WHEREAS, the Association desires to provide such services to the Resident on the terms set forth below;
IN WITNESS WHEREOF, the parties hereto have executed this agreement as of the date written below.

COWELL HOMEOWNERS ASSOCIATION, INC

HOA Representative Signature

Name and Title

Date

HOMEOWNER OR TENANT/RENTER (CIRCLE ONE)

Signature

Printed Name

Date

CHOA Address

HOMEOWNER (IF TENANT/RENTER IS RENTING THE CLUBHOUSE)

Signature

Printed Name

Date

COWELL HOMEOWNERS ASSOCIATION, INC. CLUBHOUSE RENTAL AGREEMENT TERMS

Please initial each section indicating you have read, understand, and agree to the terms.

1. SCHEDULE OF FACILITY CHARGES AND PAYMENTS | *INITIAL* _____

- a. Payments can be made by credit card only through the online reservation system located at <https://cowellhoa.skedda.com>. Checks, cash, or money orders are not accepted.
- b. No security deposit is required. Resident's credit card will be charged the full amount due 1-2 business days following the day of the event.
- c. The cost to rent the Clubhouse, in addition to a full list of fees that might be incurred and charged to the credit card on file as a result of any damage or any other violation of this agreement, including but not limited to unsatisfactory cleanup, exceeding the reservation time limit, or any action that might require Association security on site, hereinafter referred to as "Schedule of Fees", is included on the final page of this Agreement.
- d. Any additional fee charged to Resident listed in the Schedule of Fees is done so at the Association's discretion, and will be based on information provided by the Association employee or agent ("Employee") who was present during the reservation. Any fee charged from the Schedule of Fees is final and not may not be disputed. It is Resident's responsibility to ensure that they fully understand all restrictions and requirements listed in this Agreement, including cleanup requirements.

2. CANCELLATION | *INITIAL* _____

- a. A reservation can be cancelled up to 14 days prior to the event with no charge.
- b. If cancellation in the form of a written notice is received less than 14 days prior to the reservation, a \$100.00 charge will be charged to the credit card on file.
- c. Any cancellation within 48 hours of the scheduled reservation will be subject to a \$250.00 charge to the credit card on file.

3. LIABILITY AND INSURANCE | *INITIAL* _____

- a. Resident is responsible and liable for all damage and loss to any of the Association's common area facilities as a result of the Clubhouse reservation.
- b. Resident must comply with the following insurance requirements, and submit all required documentation and proof of policies to the Association no less than 14 days prior to the reservation:
 - i. A one-day Certificate of Insurance in the amount of \$1,000,000 listing the Association ("Cowell Homeowners Association, Inc." located at 4465 S. Larwin Ave) as certificate holder and additional named insured for the day of the reservation
 - ii. If alcohol is being served, this insurance policy must include Host Liquor Liability insurance coverage
 - iii. If any vendor will be providing products or services at the event (including but not limited to a caterer, magician, face painter, etc.), said third party must also provide proof of

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liability insurance with a minimum coverage amount of \$1,000,000 as well as proof of Workers' Comp insurance and provide a Certificate of Insurance listing the Association ("Cowell Homeowners Association, Inc.") as certificate holder and additional named insured for the full duration of the reservation.

- c. If all required insurance documentation is not received by the Association less than 14 days prior to the reservation, the reservation will be considered cancelled and a \$100.00 charge will apply.
- d. Resident is liable for any and all costs resulting from the Association defending itself against any and all claims or liability for any injury or damage to any person or property, either on or off the premises, when such injury shall be caused in whole or in part by the act, neglect, or fault of the Resident, his/her agents, servants, employees, invitees, or guests.
- e. Resident shall pay any fines or fees for damages to the Association's common areas or violations of the Association's governing documents as a result of the private use of the clubhouse facilities, including those detailed in the Schedule of Fees included at the end of this Agreement.

4. INDEMNIFICATION | *INITIAL* _____

- a. Resident shall indemnify, defend, and hold harmless the Cowell Homeowners Association, Inc., its officers, Directors, employees, agents, and volunteers against and from any claims or suits for damages or injury to the extent arising from the Clubhouse renter's and or Resident's negligent act, error or omission during this rental period or from the negligent performance of the Clubhouse renter and all costs associated therewith. Resident and clubhouse renter shall further indemnify and hold harmless the Cowell Homeowner Association, Inc., its officers, Directors, employees, agents, and volunteers against and from claims or suits to the extent arising from any negligent performance and against and from all costs, attorney's fees and costs of defense, expenses and liabilities related to claim or action or proceeding brought within the scope of the indemnification.

5. CAPACITY AND AVAILABILITY | *INITIAL* _____

- a. The Clubhouse may be rented for a minimum of four hours and a maximum of eight hours.
- b. Rentals must conclude no later than 12am (midnight). **This includes cleanup time.** Rentals that continue past 12am, or exceed the length of the rental (which ever comes first) will result in a fee per the Schedule of Fees.
- c. The maximum number of persons allowed in the entire Clubhouse at any one time is 150.
- d. The Clubhouse is made up of three areas available to rent: the parlor, dining, and bar area on the west half of the building ("Lounge"); the game room with table tennis, air hockey, and billiard tables on the east half of the building ("Game Room"); and the downstairs kitchen ("Kitchen").
- e. The Lounge is restricted to 100 persons. The Game Room is restricted to 50 persons. The Kitchen may only be utilized for preparing and cooking food and beverages. No part of the event may take place in the Kitchen.
- f. Resident understands that if they do not include the Game Room as a part of the event, it will still be open to other residents during normal Clubhouse hours. A privacy screen will be provided to keep a physical boundary between the area reserved by Resident and areas open to Clubhouse guests during normal business hours.
- g. Tables and chairs cannot obstruct the Lounge or Game Room ingress and egress, or any doors, exits, stairs, or ramps.

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- h. The Clubhouse is subject to a fire inspection by the Contra Costa Consolidated Fire Department at any time it is in use.
- i. The Association assumes no liability for fines or loss of use imposed by either the Association or any third party such as the Fire Department due to a violation of the Clubhouse capacity requirements. Resident is responsible for fines or loss due to a violation of the Clubhouse capacity requirements.
- j. The Main Pool and its surrounding area is not included as a part of this reservation, and is off limits at all times to Resident and all guests, attendees, and invitees. Resident and guests are not allowed in the Main Pool area and cannot swim in the Main Pool during the reservation.

6. SERVICES PROVIDED | *INITIAL* _____

- a. Employee will be on duty for the duration of the reservation (except during any breaks mandated by California law). The Employee will greet the Resident and answer any questions the Resident might have to help ensure that the event runs smoothly during the reservation.
- b. Resident will be responsible for all setup, takedown, and cleanup. The Association will not assist the Resident with any part of the setup or cleanup process.

7. SUPERVISION AND SECURITY | *INITIAL* _____

- a. Resident must be in attendance for the entire reservation, including setup and cleanup. As a reminder, the homeowner is fully responsible for their tenant, (and by extension all guests and invitees) if the tenant wishes to rent the Clubhouse.
- b. Employee is responsible for enforcing all Clubhouse use regulations and the terms of this Rental Agreement. If the Employee deems it necessary, the Employee has the authority to stop the serving of alcohol and/or terminate the event. The Employee may also request police assistance at any time to provide for guest security, protect the Association facilities from abuse, to enforce the Rental Agreement, to enforce the Association's governing documents, or for any other serious or legitimate reason. This action may incur a fee as listed in the Schedule of Fees.
- c. The Employee may also request the presence of a guard from the Association's contracted security vendor, if he or she feels that they require assistance to enforce the terms of the Rental Agreement or keep the Association's facilities from being abused or damaged. This action will incur a fee as listed in the Schedule of Fees.
- d. Children must be supervised at all times by responsible adult during the reservation. The Employee or any other Association staff or agents is not available to care for unsupervised children.
- e. Resident agrees to take full responsibility for the behavior exhibited by all guests, invitees, and vendors during the reservation period.
- f. The Employee will be the last to leave the premises. No individuals will be permitted to linger on the premises following the conclusion of the reservation.

8. EVENT SETUP | *INITIAL* _____

- a. Unless approved beforehand by the Association, setup is to take place only on the day of the reservation, during the reservation hours, so as not to interfere with other Clubhouse activities.
- b. If Resident wishes to setup prior to the start of the rental hours, it must be approved by the Association prior to the day of the event, to ensure that it does not interfere with other Clubhouse

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activities or guests. Requests for setup outside of regular Clubhouse hours require approval by the General Manager and may incur an additional fee per the Schedule of Fees.

- c. No items may be stored anywhere in the Clubhouse or on Association property prior to the reservation hours, unless previously approved by the Association.
- d. Prior to setup, and at the start of the reservation, the Employee will conduct a walk-through of the Clubhouse to review its condition. Resident has the option to attend this walk-through if desired. It is highly recommended that this walk-through be attended so there are no disagreements as to the condition of the Clubhouse prior to the reservation.
- e. The interior of the Clubhouse areas rented may be decorated at the discretion of the Resident and approval of the Employee, subject to the following restrictions:
 - i. **No glitter of any kind is permitted within the building.** If evidence of glitter is found, Resident will be charged a fee per the Schedule of Fees. This is because it is so difficult to cleanup.
 - ii. No nails, tacks, staples, or glue may be used on or otherwise attached to the walls, fixtures, furniture, or appliances. Standard tapes and push-pins are permitted, but must be removed during cleanup.
 - iii. No duct tape is permitted.
 - iv. No open flame candles (or any other objects featuring an open flame) are permitted within the Clubhouse and may not be lit at any time.
 - v. All round tables in the Lounge must be protected by table covers at all times. The Association will provide table covers, but the Resident may provide their own if so desired.
 - vi. Furniture, supplies, or any other objects provided by the Resident may not be stacked or piled against walls, woodwork, or windows
 - vii. All exit doors must be clear of furniture and useable as exits at all times
 - viii. No furniture in the Game Room or Lounge may be moved downstairs to the first floor – all furniture located in the Lounge and Game Room must remain so.
 - ix. The billiard tables may not be moved.
 - x. The table tennis tables may only be used for their original purpose if the Game Room has been included in the reservation. At no point may these tables be used for any other purpose other than the playing of table tennis. No items may be stacked or stored on the table tennis, shuffleboard, or billiard tables at any time.
 - xi. No furniture may be removed from the Clubhouse.

9. BUSINESS | *INITIAL* _____

- a. No business may be conducted on the premises during the reservation.
- b. Absolutely no alcoholic beverages are to be sold.
- c. No commercial or fund-raising activities shall be held on the premises without prior Board approval.
- d. No entry fee or other funds may be collected on the premises.

10. THE EVENT | *INITIAL* _____

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- a. The Resident is responsible for the welfare and actions of all persons using the Clubhouse during the reservation.
- b. If the reservation does not include the Game Room, that area is off limits to all guests during the reservation, and will be open to Association residents and guests during normal business hours. If Resident would like exclusive use of the entire first floor of the Clubhouse during the event, the rental needs to include the Game Room as well.
- c. No glitter is permitted in the Clubhouse at any time during the reservation.
- d. The Association may provide the following multimedia options at the Resident's request:
 - i. Speakers
 - ii. Wireless microphones
 - iii. CD player and auxiliary cable /iPhone Lightning cable audio input
 - iv. Television with HDMI and VGA computer inputs
- e. An HD television with basic television channels is available for use by the Resident
- f. No smoking is permitted inside the Clubhouse or on any of the balconies. There is a designated smoking area near the front entry bridge.
- g. The Main Pool or any area inside the Main Pool deck is not included in the reservation, and is off limits to all guests during the reservation.
- h. No food or drink is permitted in the billiard area of the Game Room.
- i. The Employee has the authority to act on behalf of the Association to enforce the terms of this Agreement. It is imperative that Resident listens to any directions or instructions provided by the Employee during the course of the reservation.
- j. The Employee may, during the reservation and in his or her discretion, immediately terminate the reservation should he or she make a determination that it is in the best interest of the Association and all persons involved, due to factors including but not limited to property damage, visible drunkenness, hostility, aggression, or belligerent action by any guest, or any other concerning behavior by any person during the reservation.

11. ALCOHOL | *INITIAL* _____

- a. If alcohol will be consumed by any individual during the reservation, the Resident must indicate this on the rental application and also provide Host Liquor Liability insurance. If Resident's rental application does not indicate that alcohol will be consumed, but it is discovered either during or after the reservation that alcohol was consumed, the Resident will be charged a fee in accordance with the Schedule of Fees and may lose future clubhouse reservation privileges.
- b. If alcohol is being served, Resident must ensure that all guests are reasonable, well-behaved, and do not become aggressive, belligerent, hostile, or otherwise neglectful of their actions.
- c. Alcohol may not be sold at any point during the reservation.
- d. Alcohol must be consumed in accordance with applicable Federal, State, and City laws, as well as any Cowell Homeowners Association, Inc. policies.
- e. The serving of alcoholic beverages must be done in accordance with all applicable Federal, State and City laws including but not limited to the following:
 - i. It is illegal to sell, furnish or give away any alcoholic beverages to any person under the age of 21 (Business & Professions Code 25658)

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- ii. It is illegal to allow the consumption or possession of any alcoholic beverages by any person under the age of 21 (Business & Professions Code 25658 & 25662)
- iii. It is illegal to sell, furnish or give away any alcoholic beverage to any obviously intoxicated person (Business & Professions Code 25602)
- f. Alcohol may not be consumed outside the Clubhouse building, including the landscaping, sidewalks or walkways, and public streets.
- g. When alcohol is served with an event, the Resident is responsible for the consequences resulting from the serving of alcoholic beverages and is required to defend and indemnify the Association with respect to any claims, losses, and liability arising from such conduct.
- h. **No alcohol may be served after 11:00pm**, even if the Clubhouse is reserved until 12:00am. There shall be no exceptions to this restriction.

12. CLEANUP | *INITIAL* _____

- a. Cleanup involves ensuring that the Clubhouse is in the same condition at the end of the reservation compared to how it was found prior to the start of the reservation. It is the Resident's responsibility to return the Clubhouse to the condition it was in before the reservation.
- b. The Association will make a small number of cleaning supplies and appliances available to the Resident for cleanup, including but not limited to a vacuum, brooms, cloths and rags, cleaning agents, trash cans and trash bags, and mops. In the event that cleanup is not completed to the Association's satisfaction and a fee is charged, the Resident may not contend that any blame was due to the Association provided cleaning supplies or appliances; full responsibility for cleanup following an event always falls on the Resident.
- c. Cleanup includes but is not limited to the following:
 - i. Sweeping and vacuuming floors
 - ii. Mopping or wiping up any food or drink spills or messes
 - iii. Ensuring all trash/garbage has been put into an appropriate receptacle
 - iv. Disposing of all trash bags behind the Business Office
 - v. Checking all furniture for damage
 - vi. Returning folding chairs and tables to the storage closet (if utilized)
- d. All trash must be bagged and disposed of in the dumpsters behind the Business Office. Employee will provide access to this area.
- e. At the end of the reservation, the Employee will conduct a second walk-through inspection and note damage or cleanup issues and the condition of the Clubhouse. The Resident is strongly encouraged to attend this walk-through, as the Employee will point out areas of concern that might result in fees.

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SCHEDULE OF FEES

Clubhouse Rental Options	Rental Fee
<i>Lounge (during Clubhouse business hours)</i>	<i>\$200</i>
<i>Lounge (outside of Clubhouse business hours)</i>	<i>\$300</i>
<i>Game Room</i>	<i>+ \$50</i>
<i>Downstairs Kitchen</i>	<i>+ \$75</i>

As a part of the Clubhouse Rental Agreement, the following Schedule of Fees lists possible fees, fines, or charges that may be incurred by the Resident as a result of violating the Rental Agreement, damaging Association property, or cleanup issues.

Issue or Violation	Incurred Fee
<i>Late cleanup or exceeds reservation time</i>	<i>\$100/hr</i>
<i>Inadequate cleanup – food/trash/mess visible</i>	<i>\$100</i>
<i>Folding tables and chairs not returned to storage</i>	<i>\$50</i>
<i>Rugs not vacuumed or poorly vacuumed</i>	<i>\$75</i>
<i>Trash not properly disposed of</i>	<i>\$100</i>
<i>Carpet stain (depending on severity)</i>	<i>\$75 up to \$500</i>
<i>Microwave(s) not cleaned</i>	<i>\$50</i>
<i>Broken or missing round wood table</i>	<i>\$400/per</i>
<i>Broken or missing folding table</i>	<i>\$100/per</i>
<i>Broken or missing TV</i>	<i>\$750</i>
<i>Broken, missing, or damaged Lounge chair</i>	<i>\$1,000/per</i>
<i>Broken, missing, or damaged end table</i>	<i>\$300/per</i>
<i>Damage to ping-pong table or net</i>	<i>\$100 up to \$500</i>
<i>Damage to billiard table</i>	<i>\$200 up to \$1,000</i>
<i>Kitchen appliances not adequately cleaned</i>	<i>\$100</i>
<i>Kitchen floor not mopped</i>	<i>\$75</i>
<i>Broken or missing TV/audio equipment</i>	<i>\$50 up to \$1,500</i>
<i>Evidence of damage due to staples, nails, glue, etc</i>	<i>\$100 minimum</i>
<i>Evidence of glitter</i>	<i>\$300</i>
<i>Alcohol served without indicating on rental application</i>	<i>\$250</i>
<i>Security guard or police requested by Employee</i>	<i>\$250</i>
<i>HOA-approved setup time outside of business hours</i>	<i>\$50/hr</i>

Please note that this list is not all-encompassing – we cannot predict all damage that may occur. Any damage done or additional concern that arises and is not specifically listed on this Schedule of Fees will be assessed at the discretion of the General Manager or the Board of Directors.

In signing this page, I acknowledge and represent that I have read the foregoing Agreement and Schedule of Fees, understand and sign it voluntarily; no oral representations, statements or inducements, apart from the foregoing written Agreement, have been made; I am at least eighteen (18) years old and fully competent; and I execute this Agreement for full, adequate and complete consideration fully intending to be bound by the same.

Print Name

Sign Name

Date

CLUBHOUSE RENTAL INSURANCE REQUIREMENTS

Per the terms of the Clubhouse Rental Agreement, Residents who rent the Clubhouse are required to provide specific insurance for liabilities and property damage during the course of the reservation. CHOA's insurance requirements are standard for any private party or event where property is being rented for the day.

- **Residents will need to obtain a one-day Certificate of Insurance** and provide it to the Association at least 14 days before the start of your event.
 - Sometimes this can be done through your existing insurance policy or broker, but that is not always the case. There are third-party insurers who specialize in this specific type of insurance, such as www.eventhelper.com, www.thimble.com, and www.onedayevent.com. We recommend you check with your personal insurance first to see if they offer this type of policy, but you do not have to go through your insurance. There is no preferred vendor.
- **The insurance coverage must be a minimum of \$1,000,000.** (This number is standard for insurance policies like this).
- **The Association must be listed as the Additional Named Insured.**
 - The HOA legal name is "Cowell Homeowners Association, Inc." **Please do not write CHOA or Walnut Country.**
- **Use the Clubhouse address for the Certificate of Insurance:** 4465 S. Larwin Ave, Concord CA
- **If serving alcohol at any point during your reservation**, your policy must also include Host Liquor Liability insurance.
 - This is often included with standard event general liability insurance, and is different from standard Liquor Liability insurance – that is usually specific to a business that is selling or serving alcohol. It is your responsibility to ensure that your insurance policy includes the correct coverage.

If you have any questions about this process or the Clubhouse rental insurance requirements, please contact the Clubhouse staff or General Manager for assistance.

Clubhouse Staff 925-825-0250 | clubhouse@walnutcountry.com
General Manager 925-687-9961 | businessoffice@walnutcountry.com

Here's a quick summary of the CHOA insurance requirements for renting the Clubhouse:

- One-day event insurance policy in the amount of \$1,000,000 for the day of your reservation
- Proof of insurance provided to the HOA at least 14 days in advance
- HOA named as additional insured ("Cowell Homeowners Association, Inc.")
- Address used is the Clubhouse (4465 S. Larwin Ave)
- Host Liquor Liability insurance required if serving alcohol

CLUBHOUSE RENTAL PROCEDURE

This page details the exact steps you need to take to rent out the CHOA Clubhouse.

STEP ONE

- Book the reservation at the online Clubhouse reservation system: <https://cowellhoa.skedda.com>
 - The reservation must be no less than 14 days away, and no more than 6 months in the future
 - Owners are limited to one reservation within a calendar month

STEP TWO

- Once you've booked your event and put a credit card on file, print out the Clubhouse Rental Agreement (available at www.walnutcountry.com), sign the first page, and initial each section indicating you've read and understand the terms of the Agreement.
 - The Clubhouse staff can provide you with a physical copy, if needed.
 - If you are a renter or tenant, the homeowner on title must also sign this Agreement.
- Once signed, drop off with the Clubhouse staff during normal business hours at your earliest convenience.
 - This form must be signed and provided to the Clubhouse no less than 14 days before your event, otherwise it will be cancelled.

STEP THREE

- Begin the process of obtaining the required one-day event insurance with a standard \$1,000,000 policy.
 - Please remember – if serving alcohol, you need to make sure your insurance policy includes Host Liquor Liability coverage (most standard policies do).
- If you need more information, read the *Clubhouse Rental Insurance Requirements* document (available at www.walnutcountry.com).
 - Proof of insurance must be provided to the Clubhouse no less than 14 days before your event, otherwise it will be cancelled.

STEP FOUR

- Coordinate any setup needs with the General Manager or Clubhouse Staff prior to the day of your event.
 - Note that setup may only take place on the day of your reservation, and that if you wish to setup prior to your reservation hours, it must be approved ahead of time by the Association to ensure that it does not interfere with other Clubhouse activities or guests.

STEP FIVE

- Enjoy your event!

If you have any questions at all about the Clubhouse reservation process, please contact the Clubhouse Staff at 925-825-0250 or by email at clubhouse@walnutcountry.com.

BASIC RENTAL INFORMATION

This document is designed to clearly answer frequently asked questions for the Clubhouse rental process. Please note that this document in no way supersedes or acts as a substitute for the Clubhouse Rental Agreement.

Click this link to access the online Clubhouse reservation system: <https://cowellhoa.skedda.com>

Basic Information

- The Clubhouse can be rented for a minimum of 4 hours and a maximum of 8 hours
- The Clubhouse can be rented once per month per resident, and can be reserved no less than 14 days and no more than 6 months prior to the requested reservation date
- The Clubhouse is available to rent during the following times:
 - **Monday-Thursday:** Unavailable
 - **Friday:** 3pm to 12am
 - **Saturday-Sunday:** 12pm to 12am
- **The Lounge** is the standard rental room. As you enter the Clubhouse, it is the room to your left with the dancefloor, tables and chairs, raised dining room, fireplace, and bar.
 - \$200 fee if the **entire** rental falls within normal Clubhouse operating hours – including cleanup
 - \$300 if the rental will continue over past Clubhouse operating hours
- The **Game Room** can be added for an additional **\$50**. This room is to the right of the Clubhouse office, and includes the area with the ping-pong tables, air hockey, and foosball, as well as the upper billiards room
 - If you do **not** add the Game Room, it **will still be available** to residents for use during normal Clubhouse hours. A privacy screen is provided for Lounge-only rentals.
- The **Kitchen** (located downstairs) can be added for an additional **\$75**. This room includes two ovens, a microwave, and lots of counterspace for preparing meals.
- The Game Room and Kitchen cannot be rented on their own.
- You can cancel your reservation up to 14 days before the scheduled date at no charge. There is a \$100 charge if you cancel within 14 days of the event, and a \$250 charge if cancelled within 48 hours.

Insurance Requirements

- A one-day event insurance policy in the amount of \$1,000,000 is required for the day of your reservation
- Proof of insurance provided to the HOA at least 14 days in advance or the reservation will be cancelled
- Host Liquor Liability insurance required if serving alcohol (usually included by default in most event insurance policies)
- See the *Clubhouse Rental Insurance Requirements* document for more detailed information

Facility Information

- Event rental includes all furniture currently staged in the Lounge room, as well as access to 80 folding chairs and 10 large rectangle shaped folding tables
- We will also provide table covers, basic cleaning supplies, trash bags, and a vacuum
- The Clubhouse capacity is 150 persons, and the Lounge capacity is 100 persons

FREQUENTLY ASKED QUESTIONS

Can I bring alcohol to my reservation?

Certainly! But there are three important things you need to do:

1. Indicate that you will be serving alcohol when you make the Clubhouse reservation
 - a. If you say you are not serving alcohol and we later find evidence that you were, **you will be charged a \$250 fee per the Rental Agreement**
2. Make sure your insurance policy includes Host Liquor Liability coverage
3. Be responsible and ensure that all guests are respectful of the facility and the staff! Remember, the individual who rents the Clubhouse is responsible for the actions of their guests. Additionally, if the Clubhouse staff thinks your party is getting out of hand, they have full authority to:
 1. Call security, which will result in an additional cost to you
 2. Call the police
 3. Terminate the event early

Who is responsible for cleanup after the party?

The individual who rents the Clubhouse is responsible for cleaning every room that has been rented. **The Clubhouse staff will not help with cleanup.** That is the renter's responsibility. The Clubhouse staff will perform a walkthrough of the building before and after your event. Everything must be returned to the condition you found it in at the start of your event.

If you leave without adequately cleaning up, **you will be charged additional fees.** The HOA will provide basic cleaning supplies, such as trash bags, brooms, a vacuum, and

How much time do I have to setup/cleanup?

Setup can only take place the same day of the reservation, and only during normal Clubhouse operating hours. If you wish to setup prior to the start of your rental hours, it must be approved by the Association ahead of time, to ensure that it does not interfere with other Clubhouse activities or guests.

Per the Rental Agreement, cleanup needs to take place *during* the rental hours. For example, if you rent the Clubhouse from 3pm to 10pm, you need to have cleaned everything up and be leaving the Clubhouse (in the same condition as when your event started) at 10pm. If you need to stay past your rental hours to clean, **you will be charged additional fees.** Please plan accordingly, and select your rental hours based on *including* cleanup time. We usually recommend about an hour for this.

Are there any decorating restrictions?

Yes – first and foremost, **no glitter whatsoever is permitted anywhere inside the building.** This is because it's so difficult to clean. If we find evidence of glitter, you will be charged additional fees.

Additionally, no duct tape, nails, tacks, or glue may be used to attach anything to the walls. Standard tape and push-pins can be used for decorating, but must be removed during cleanup. No candles or open flames are permitted either.

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CLUBHOUSE EVENT WALKTHROUGH CHECKLIST

This page to be filled out by the Clubhouse Staff

CHECK-IN SIGNATURE

HOA Staff Signature _____

Staff Name Printed _____

Resident Signature _____

Resident Name Printed _____

CHECK-OUT SIGNATURE

HOA Staff Signature _____

Staff Name Printed _____

Resident _____

Resident Name Printed _____

Event Date _____ Start Time _____ End Time _____ (Clubhouse returned to original condition)

	CHECK-IN			CHECK-OUT			COMMENTS
	Good	Fair	Poor	Good	Fair	Poor	
Lounge							
Tables							
Chairs							
Floors							
Walls and hangings							
Bar							
Floor							
Sinks and Countertops							
Mini Fridge							
Microwave							
Disposal							
Kitchen							
Floor							
Sinks and Countertops							
Stoves							
Oven							
Microwave							
Refrigerator							
Dishwasher							
Upstairs Restroom							
Floors							
Walls							
Countertops							
Toilets							
Mirrors							
Dispensers							
Game Room							
Floors							
Walls							
Billiard Tables							
Shuffleboard							
Foosball Table							
Air Hockey Table							
Ping-Pong Tables							

Managed by **Common Interest Management Services**

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CLUBHOUSE RENTAL FEEDBACK FORM

We value your feedback as a resident and hope to make the rental process as painless and efficient as possible. Your opinions and suggestions are important to us, and it we would very much appreciate it if you could take a moment and let us know how we're doing or how we can better accommodate your needs in the future. This form may be dropped off through the Business Office mail slot anytime after your event.

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
Reservation Process					
1. Overall rental process was easy					
2. Clubhouse Staff helpful with rental process					
3. Rental Agreement was clear and concise					
4. I fully understood my responsibilities and liability as outlined in the Rental Agreement and the Walkthrough Checklist					
Staff					
1. Staff greeted me and performed a walkthrough prior to event start					
2. Clubhouse Staff was visible and helpful during the event					
3. After my event, the Clubhouse staff performed a walkthrough					
Facility					
1. Clubhouse was clean and well maintained prior to event start					
2. Rental cost was appropriate given the facility's features and offerings					

What did you like or dislike about your experience renting the Walnut Country clubhouse?

Any suggestions for improving the rental process?

Please rate your overall rental experience: **5** (*excellent*) **4** (*good*) **3** (*average*) **2** (*poor*) **1** (*very poor*)

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CLUBHOUSE STAFF EVENT INFORMATION SHEET

This page to be filled out by the Clubhouse Staff

RESIDENT INFORMATION | *Fill in information for the individual renting the Clubhouse below*

Name: _____ | **CHOA Address:** _____

Email Address: _____ | **Phone Number:** _____

EVENT INFORMATION | *Fill in information for the upcoming event*

Date and Time of Event: _____ | **Number of Guests:** _____

Rental Area(s): ☐ Lounge ☐ Game Room ☐ Kitchen | **Owner or Renter?** ☐ Owner ☐ Renter

Description of Event: _____ | **3rd Party/Caterer?** ☐ Yes ☐ No

Is alcohol being served? ☐ Yes ☐ No | *If yes, the Resident's insurance policy **must** include Host Liquor Liability*

Rental Agreement & Certificate of Insurance Deadline (14 days prior to event): _____

RENTAL TASKS | *Fill out as specific tasks are completed*

Has Resident signed the Rental Agreement at least 14 days prior to the event?

☐ Yes | **Date Signed:** _____ | **Staff Signature:** _____ | **Date:** _____

If Renter, has the Homeowner signed the Rental Agreement?

☐ Yes | **Date Signed:** _____ | **Staff Signature:** _____ | **Date:** _____

Certificate of Insurance(s) received at least 14 days prior to the event?

☐ Yes | **Date Provided:** _____ | **Staff Signature:** _____ | **Date:** _____

Staff Notes: _____

CLUBHOUSE STAFF RESERVATION PROCEDURES

BASIC INFO

- For the purposes of this procedure, “resident” refers to the individual who is renting the clubhouse and will be responsible during the event.
- To reserve the Clubhouse, residents must first book their reservation online at <https://cowellhoa.skedda.com>. Clubhouse Staff **cannot** perform this process for residents.
- Residents are required to provide one-day event insurance **no less than 14 days prior to their event**.
- Residents are required to sign the Rental Agreement and turn in the physical copy to the Clubhouse **no less than 14 days prior to the event**.
- If either of these documents are not received by the deadline, the reservation will be cancelled and the resident will be charged a cancellation fee.

PRIOR TO THE RESERVATION

- Clubhouse staff is responsible to oversee the Clubhouse reservation process from start to finish.
- After the reservation is made online, the GM will get an email with all pertinent info. GM will go over the reservation, adjust the reservation cost if needed, and coordinate scheduling/overtime accommodations with Clubhouse staff.
- GM will then forward the reservation email to the Clubhouse staff. When received, staff will print out a blank *Clubhouse Staff Event Information Sheet* and fill out with all pertinent information.
- **Important - staff needs to input the deadline for receiving the Certificate of Insurance (14 days prior to the event).** This is also the deadline to receive the signed Rental Agreement.
- Staff should reach out to the resident via email within 5 days of the reservation being made online, to let them know that your office is the primary point of contact, reminding them about the insurance deadline, and that they need to sign a physical copy of the Rental Agreement and drop it off at the Clubhouse.
- Once the resident has signed the Rental Agreement, staff should countersign and keep filed together with the *Event Information Sheet*. Make a note of the date this was turned in.
 - **Important** - make sure the resident has initialed all individual sections as well! The Rental Agreement is not valid unless every page is signed or initialed. The last page needs a signature as well.
- Once the resident has turned in a valid Certificate of Insurance, print and keep it together with the files for this reservation.
- Use the notes section to keep track of communication with the resident, like when you have reached out to remind them about an upcoming deadline, or answered a question related to their event.
- While you are working with the resident and waiting for the required documents to come in, keep the files stored in the “In Progress” basket in the office.
- When all required information has been received, move the entire file to the “Complete” basket. This should be the Event Information Sheet, signed Rental Agreement, and Certificate of Insurance. Keep these clipped together – do not staple.

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DAY OF THE RESERVATION

- On the day of the event, print out the *Clubhouse Event Walkthrough Checklist*.
- Ensure that all bathrooms have toilet paper and paper towels and are functioning properly. Check all sinks as well. Make sure the Clubhouse is in good overall condition and there are no visible messes or debris.
- **If the resident is only renting the Lounge:**
 - Put the privacy screen out across the Lounge entrance when the event is scheduled to start. Let the resident know and remind them that the Game Room will remain open, but that those attending the event are **not** permitted to use this area. No part of the event may spill over into the Game Room if they have not included it in their reservation.
- **If the resident is renting the Lounge and Game Room:**
 - The first floor of the Clubhouse will then be closed to residents during the hours of the event.
 - Put up a sign at each entry door indicating the building is closed for a private party.
 - Make sure the doors are locked to prevent entry from unauthorized individuals. Let the resident know you are doing this. They may request that one door remains open for a certain amount of time (like the front door) but it is important they know this means anyone can walk in.
- Before the event is scheduled to start, let the resident know you need to perform the check-in walkthrough of the facility and ask if they would like to attend. It is not required, but highly recommended so there are no disputes.
 - **Regardless of whether resident attends this inspection, they must sign the Walkthrough Checklist once it has been completed.**
- When the event is scheduled to start, unlock the doors that lead from the kitchen area to the downstairs pool restrooms. Let the resident know that these bathrooms are available to their guests. Make sure there is a sign from the inside directing guests to the restrooms, and a sign on the outside saying No Entry – Private Party.
 - Let the resident know they should tell you if unauthorized individuals are coming into the Clubhouse through this door.

DURING THE RESERVATION

- Clubhouse Staff should endeavor to remain nearby and available to resident at all times. It is recommended that you discuss this with the resident before the event starts. During the event, staff should remain in the office in case the resident has any questions or issues.
- If you need to leave the Clubhouse during the event for whatever reason, **do not do so without first telling the resident that you are leaving and how long you will be gone.**
- Always let the resident know when you are clocking out for your lunch and when you plan on returning.
- Check in on the event every 30 or 45 minutes. Let the resident know you will be doing this. This is so you can ensure that things are under control. Let the resident know if you notice anything that might be an issue, especially during the check-out process.
 - If alcohol is being served, keep an eye out for things like underage drinking, alcohol being served to people who are visibly drunk, or people acting in a belligerent or irresponsible manner. Let the resident know if there is an issue immediately.

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AFTER THE RESERVATION

- Remind resident that all cleanup must be completed **before** the event is scheduled to end, according to their reservation hours. It is usually recommended that they leave about an hour for all cleanup.
 - So if they rented the Clubhouse from 12pm to 8pm, they must finish all cleanup and be ready to leave no later than 8pm. They will be charged a fee if they go past their scheduled rental hours.
- Let resident know that we have cleaning supplies available, like brooms, vacuums, paper towels, etc.
- **Under no circumstances is the Clubhouse Staff to assist resident with cleanup.**
- Resident must empty all trash cans that were used during their event. Resident will need to bring all trash bags over to the Business Office and drop them off at the dumpsters in the yard area.
 - Staff will need to coordinate with resident and unlock the backyard gate padlock for the resident.
 - **Staff must make resident aware that they are responsible to remove the trash, and will be charged a fee if not done properly.**
- Once cleanup is completed, staff will perform a final check-out walkthrough. Let the resident know and ask if they would like to attend. It is not required, but highly recommended.
 - **This inspection will determine if they will be charged additional fees for damage or inadequate cleanup!**
- Once the Check-Out Walkthrough has been completed, provide resident with the second page (*Clubhouse Rental Feedback Form*) and tell them they can drop that off with the General Manager at the Business Office any time. Their feedback is genuinely appreciated!
- The Clubhouse Staff needs to be the last individual to leave the building. If the event goes past the originally scheduled time, either due to cleanup or any other reason, and you need to remain longer than scheduled, you will be paid for your time and the resident will be charged a fee.
- Once the resident and all guests have left the building, inspect the entire facility (including bathrooms) and ensure that no one is still inside. Make sure all regular closing duties have been completed. Arm the alarm and leave through the front door.
- Drop off the entire reservation file (*Event Information Sheet, Rental Agreement, Certificate of Insurance, and Clubhouse Event Walkthrough Checklist*) through the mail slot at the Business Office.
- Clock out.