



**The Landings New Neighbors, Inc.
Policies and Procedures**

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Duties and Responsibilities of Officers/Directors

President

- 1) Develops agendas, schedules a meeting place and presides over all Board and General Membership meetings
- 2) Appoints the chairpersons of all committees, including the Nominating Committee
- 3) Maintains annual corporate registration
- 4) Oversees individual Board activities
- 5) Writes communication as appropriate to members, i.e. welcome message, issues, etc.
- 6) Establishes a Nominating Committee, serves as a non-voting member of said committee
- 7) Attends as many social functions and New Member Receptions as feasible
- 8) Reviews all routine and non-routine communications
- 9) Submits final report
- 10) Works with Treasurers to plan and develop a budget

Vice President

The Vice President is the first part of a two-year term consisting of Year One as Vice President and Year Two as President, providing continuity, institutional memory, and historical knowledge from one Board term to the next.

The Vice President shall succeed the President.

In the absence or disability of the President, the duties of that office shall be performed by the Vice President, ensuring that the Board is never without leadership.

Duties and responsibilities of the Vice President include:

- 1) Running Board or special meetings as requested and, in the President's absence
- 2) Assisting with President's duties, as needed
- 3) Responding to general and membership-related online inquiries submitted by members
- 4) Completing all other special duties as may from time to time be required by the Board of Directors

Activities Vice Presidents

There are two Activities Directors who jointly oversee all New Neighbors Activities. Each is a member of the New Neighbors Board of Directors. Their specific roles being defined as follows:

- 1) Trains incoming Activity Chairs
- 2) Encourages Activity Chairs to send electronic photographs to Publicity & Social Media Coordinator and Photo Coordinator
- 3) Provides any needed support or assistance to the Activity Chairs
- 4) Coordinates communications between the Activity Chairs and Publicity & Social Media Coordinator
- 5) Develops and maintains a master calendar of activities
- 6) Sets up activities/events on Eventbrite or other event management program

- 7) Ensures that liability coverage is contractual if using outside vendors
- 8) Encourages Activity Chairs to recruit members to serve as chairs for each activity during the following year
- 9) One of the Activity Coordinators attends, as feasible, each NN Meet & Greet
- 10) Ensures that Activity Chairs submit newsletter and publicity information by the deadline and according to the stated format
- 11) Ensures that each Activity Chair prepares a written year-end report with detailed information about their activities
- 12) Submits final report
- 13) Works with Treasurers to plan and develop a budget
- 14) Works with Activity Chairs and the Treasurer to ensure the financial viability of complex events and that they are in compliance with the Policies and Procedures

Member Services

The Member Services team shall consist of two persons:

- 1) VP, Member Services
- 2) Member Services Coordinator

VP, Member Services shall allocate the duties below, from time to time, between the Member Service team based upon skills, interest, and volunteer workload of the two people.

Duties

Overview – provide to New Neighbors organization the digital services needed for

- 1) Members to join the organization and manage their membership,
- 2) The NN Board and Activity Chairs to communicate with members and each other,
- 3) Members to sign up and pay for Activities.

Specifically:

- 1) Maintain the NN digital platforms, including:
 - a) domain name registration,
 - b) website hosting,
 - c) keeping the forward-facing website up-to-date and interesting,
 - d) maintaining the digital membership infrastructure,
 - e) maintaining the digital calendaring infrastructure,
 - f) maintaining digital payments infrastructure,
 - g) maintaining the mass email marketing system, and,
 - h) coordinate with the professional Website Designer and Developer as needed and approve their quarterly invoice.
- 2) Maintain a master list of NN Gmail accounts and passwords. Add new accounts as needed. Provide training to Board and Activity chairs regarding NN Gmail. Assist Board and Activity Chairs with NN Gmail problems.
- 3) Send mass emails to NN members as requested by the Board, typically a President's message and Activities eBlast monthly.
- 4) Prepare a draft Member Services budget for Board approval. Provide input regarding membership growth to the Treasurer for budget considerations. Pay for digital services using personal credit card and seeking timely reimbursement from NN Treasurer.

- 5) Provide training and technical support of NN digital systems to the Board, Activity Chairs and membership.
- 6) Provide membership reports at Board meetings showing membership count.
- 7) If a part-time resident's NN application is received, advise the applicant of the impact part-time residency may have on their participation in NN.

Treasurer

- 1) Maintains fiscal records
- 2) Prepares and presents a monthly financial report
- 3) Develops and adheres to a yearly budget
- 4) Files necessary tax returns and other documents required to maintain the organization
- 5) Allow the Executive Committee to authorize the Treasurer/Assistant Treasurer to file taxes in lieu of hiring a professional
- 6) Collects and deposits all checks and makes disbursements for activities
- 7) Maintains copies of all contracts, certificates of insurance, and other required documents entered into on behalf of the New Neighbors organization
- 8) Validates Payment Card Industry (PCI) compliance annually to ensure that credit card data provided by cardholders is protected
- 9) Submits fiscal Year End statement
- 10) Works with other Board members and Activity Chairs to plan and develop overall budget
- 11) Prepare a pro forma budget for following fiscal year prior to end of current fiscal year and submit to current Board for approval.

Assistant Treasurer

- 1) Succeeds the Treasurer, requiring the holder of this position to make a two-year commitment
- 2) Assume responsibilities of Treasurer when Treasurer is absent or unable to perform their duties
- 3) Reconciles monthly bank statements
- 4) Conducts reviews of expenditures and deposits at least quarterly.
- 5) Performs other finance related duties as determined by the Board of Directors
- 6) Works with other Board members and Activity Chairs to plan and develop overall budget

Secretary

- 1) Prepares and electronically distributes the minutes of each Board meeting to all Board Members
- 2) Records, maintains and updates any New Neighbors Bylaws or Policies and Procedures revisions and distributes to the Board of Directors for approval
- 3) Manages applicable correspondence
- 4) Maintains the New Neighbors Inc. Minutes, uploading to shared Google Drive at year end
- 5) Maintains the New Neighbors Inc. legal documents on shared Google Drive

Publicity and Social Media Director

- 1) Monthly e-blast:
 - a) With input from the Activity Vice Presidents, compose the monthly e-blast that will be sent to the members highlighting current and upcoming activities
 - b) Send the e-blast to the President and Activity Vice Presidents for approval
 - c) Send the e-blast to the members via Mailchimp

- 2) Solicits and collects photos from New Neighbor events
- 3) Uploads photos to Google Drive
- 4) Writes and submits articles in a timely manner to the TWATL, Skidaway Island Neighbors Magazine and Landings Journal.

Board Supporting Positions

Activity Chairs

Activity Chairpersons shall serve for one (1) year beginning July 1. Individual Activity Chairs are responsible for planning and organizing their activities and/or events for the fiscal year and coordinating the schedule and activities with the Activity Vice Presidents.

- 1) Managing Activities and Events
 - a) All activities and events are intended to be self-supporting. Any exceptions must be approved by the Board of Directors. New Neighbors activities are open to members of The Landings New Neighbors. Guests of members may participate according to the guidelines established in the New Neighbors By-laws, which are available on the New Neighbors website.
 - b) Due to financial commitments and contracts with vendors for events, New Neighbors must have a “no refund policy”.
 - c) In a situation where a Member has paid for an event, but is then unable to attend, the members must contact the Activities Chair for guidance.
 - i) Activity Chairs should work with the event waiting list to offer the tickets to those on the list. The members involved should arrange to exchange payment for the tickets.
 - ii) No refund will be issued for the cancellation of a reservation for an event or activity unless another person is available and willing to take the place of the person who finds it necessary to cancel.
 - iii) Under no circumstances may an Activity Chair keep a separate list for offering tickets apart from the waiting list.
 - iv) No payment may be saved and applied to future events if there is no one to purchase the ticket.
 - v) For activities without a payment, members must contact the Activity Chairs as soon as possible to let them know that they cannot attend.
 - vi) Activities that are paid through Eventbrite are non-refundable.
- 2) Handling Payments for Activities/Events
 - a) The New Neighbors Treasurer deals only with checks, not cash. If a member pays for any type of activity in cash, the person collecting the cash should write a check and include it with the others in the deposit.
 - b) Checks may be written and signed by either the President or the Treasurer only. Contracts must be reviewed by the Activity Vice Presidents and may only be signed by the President.
 - c) All checks given to the Treasurer must be accompanied by two copies of a Deposit Voucher. An additional copy of the Deposit Voucher should also be retained by the person submitting the checks.
 - d) A Payment Request Voucher must be completed and given to the Treasurer before a check can be written. A bill, invoice, receipt, etc., indicating the amount to be paid, must be

attached.

- 3) Handling tips for bus drivers, guides, and others.
 - a) The Activity Chair may ask those attending to bring cash for the tip.
 - b) A reasonable tip may be factored into the fee. The Activity Chair may submit a Payment Request Voucher with a statement indicating the amount of the tip and the Treasurer will write a check for that amount to the Activity Chair.
 - c) The tip may be included in the invoice from the tour/bus company if that is the company's normal practice.
 - d) In all instances the tip must be a reasonable amount, and the Activity Chair should make certain that all those registered for the activity know whether or not the tip is included in the fee.

Social(s) Director(s)

- 1) Responsible for two New Neighbor events each year The events are:
 - a) The "Welcome" event in September for new Members
 - b) "End of Year Social", to thank outgoing Board and Activity Chairs as well as introduce the new Board that starts July
- 2) Review scheduled events and activities from the various organizations and the Club before establishing the event date to ensure there are no conflicts
- 3) Establish type of event, theme, time of day and food that would be applicable for the event
- 4) Schedule and reserve the date with the Club event coordinator.
- 5) Meet with Club event planner to decide on food and all other club related items such as bar, table set up, etc.
- 6) Determine and coordinate any Décor rental and entertainment details
- 7) Establish the budget for each event and anticipated number of attendees. Determine the price per ticket for each New Neighbor member.
- 8) Coordinate payment and track sign ups on Eventbrite
- 9) Send "Save the Date" write up to the Activity VPs several months prior to each event
- 10) Prepare the "invitation" with event details, pricing, sign up information and registration deadline. This should be in the 15th New Neighbors Eblast the month prior to the event.

Meet & Greet Director(s)

- 1) Acts as an ambassador by reaching out to new Members to welcome them.
- 2) Coordinates small gatherings for new Members at designated Club events
- 3) Develops and submits a budget to the Board
- 4) Secures venues
- 5) Arranges refreshments
- 6) Maintains an invitation list
- 7) Issues invitations
- 8) Compiles a list of names and email addresses of attendees
- 9) Submits a final report and timeline
- 10) Works with Treasurers to plan and develop a budget

Technical Support Team

Primary role is to develop proficiency with the NN website and to provide support to NN registrants and members as they interface with the website, allowing the Member Services Team to focus on the overall structure, content and functions of the website.

- 1) Assist Member Services Team and Activity VP's with materials for June Activity Chairs training session
- 2) Update PowerPoint presentation if/as needed
- 3) Assist Member Services Team and Activity VP's with transitions of Activity Chairs Gmail accounts
- 4) Plan and prepare in advance for recovery email and cell number transfers in June
- 5) Create and Maintain New Neighbor Website Tutorials
- 6) Create and Maintain Word document Checklists
- 7) Create and maintain PowerPoint (screenshot) presentations
- 8) How to register and purchase NN memberships
- 9) How to navigate the NN website, calendar, and sign up for activities
- 10) Become proficient with the "membership management" areas of the NN website
- 11) Administrator role in website focused on new registrants
- 12) Troubleshoot and correct website glitches in sign up process
- 13) Passwords reset
- 14) Support NN members and registrants as they interface with the NN website
- 15) Provide email, telephone, and in-person assistance to New Neighbor's registering, purchasing their NN memberships, and navigating the NN website.

Name Tag Coordinator

- 1) Works with Member Services Team to arrange for name tags for new members.
- 2) Notify new members that name tags will be ordered, ensure spelling of name, and provide information relating to pick up of name tags.
- 3) Work with vendors to order name tags and review them to verify spelling and any issues with quality or missing parts.
- 4) Notify new members how/where to receive their name tags.

General Board Duties and Responsibilities

All Board Members are expected to attend all Board and General Membership meetings, submit written reports at Board meetings when appropriate and offer their support to the organization. In situations in which Board responsibilities have Co-Directors, only one Director needs to attend a Board meeting.

All Board members are responsible for meeting and training their replacements and turning over all materials of the position to their replacements. Board Members must also provide a written report of the duties and activities of their position to their replacement, with an additional copy going to the President.

Nominating Committee

Before December 31, the President will solicit members in good standing from the General Membership and the Board to serve on the Nominating Committee in compliance with New Neighbors Bylaws.

Nominating Procedures:

- 1) Recommendations of interested members to serve on the Board shall be solicited from the current Board of Directors and General Membership and to be considered by the Nominating Committee
- 2) The Nominating Committee shall meet in January for the purpose of determining a slate of officers and Board Members including officers to be presented by the President at the next regularly scheduled Board meeting. Nominees must be members in good standing.
- 3) At the meeting of the Board of Directors at which the President presents the Nominating Committee's slate, other members of the Board may nominate other members in good standing to be elected to the Board of Directors including as an officer.
- 4) If such a nomination of a member in good standing is made at the Board meeting and is seconded by another member of the Board, then the Board shall hold a vote by Voting by the Board shall be by secret ballot for the positions on the Board of Directors for which a slated member has been presented by the President and another member has been duly nominated and seconded. Ballot counters shall not be nominees and are designated by the President. The election of members to the Board shall be by a vote of the majority of the Board of Directors.
- 5) Secret ballots shall be counted by the non-voting Board President.
- 6) Election of members to the new Board shall be by a vote of the majority of the then sitting Board of Directors
- 7) If slate of nominees is not approved by a majority vote of the Board, the Nominating Committee will reconvene.

Officer and Board of Directors Transition

Timeline

- July 1: Incoming Board of Directors officially assumes positions September: Kickoff Luncheon and Annual Membership Meeting November: Select the Nominating Committee
- Early January: Nominating Committee meets and identifies incoming President
- January 15th: Nominating Committee meets and develops Slate of Officers
- February Meeting Board of Directors: Election of new Board February: Announce new Board of Directors for next year to membership.
- February to May: Activity Chairs are appointed and meet to plan upcoming year's activities. Outgoing Board Members meet with their replacements to pass on information and ease transition.
- Mid May: Joint (outgoing and incoming) Board of Directors Meeting prior to social gathering of the joint boards
- End of year Social with follow up introduction to New Board of Directors.

Conflict-of-Interest Policy and Annual Disclosure

Approved: March 10, 2016. Amended December 15, 2019, Amended 3/8/21, Amended 4/12/21, Amended 6/14/21, Amended 6/27/22, Amended 8/14/24, Amended 4/8/24

Whenever a director of the board has a financial or personal interest in any matter coming before the board of directors and/or executive committee (a “conflict of interest”), the conflicted director shall a) fully disclose the nature of the conflict of interest to the other directors and b) withdraw from discussion, lobbying, and voting on the matter before the board of directors and/or executive committee.

Any transaction or vote involving a potential conflict of interest shall be approved only when a majority of disinterested directors determine that it is in the best interest of the organization to do so. The minutes of meetings at which such votes are taken shall record such disclosure, abstention and rationale for approval in addition to the record of the vote by the disinterested directors.

Each director and member of a committee with Board delegated powers shall annually sign a statement which affirms such person:

- 1) Has received a copy of the conflict-of-interest policy,
- 2) Has read and understands the policy,
- 3) Has agreed to comply with the policy, and
- 4) Understands New Neighbors is a non-profit social club and in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

Each voting member of the Board shall annually sign and deliver to the secretary a statement which declares all then existing potential conflicts of interest which could conflict with the Board member’s consideration and action of a particular item.

If at any time during the year, the information in the annual statement of potential conflicts of interest changes materially, the director shall disclose and deliver to the secretary such changes and revise the annual disclosure form. The Executive Committee shall regularly and consistently monitor and enforce compliance with this policy by reviewing annual statements and any revisions thereto and taking such other actions as are necessary for effective oversight.

Director and Officer Annual Conflict-of-Interest Statement

Name: _____

Date: _____

Check the box next to your board position:

Officers/Executive Committee		Directors	
<input type="checkbox"/>	President	<input type="checkbox"/>	Membership Director
<input type="checkbox"/>	Activity Vice Presidents	<input type="checkbox"/>	Media Director
<input type="checkbox"/>	Treasurer	<input type="checkbox"/>	Socials Director(s)
<input type="checkbox"/>	Asst. Treasurer	<input type="checkbox"/>	Meet & Greet Receptions Director(s)
<input type="checkbox"/>	Secretary	<input type="checkbox"/>	Digital Director/Assistant Digital Director

I affirm the following:

I have received a copy of the New Neighbors Conflict-of-Interest Policy. _____(initial).

I have read and understand the policy. _____(initial)

I agree to comply with the policy. _____(initial)

I understand that New Neighbors is a non-profit social club and in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more tax-exempt purposes. _____(initial)

Disclosures

Do you have a financial or personal interest (current or potential), including a compensation arrangement, as stated in the Conflict-of-Interest policy with New Neighbors? Yes _____ No.

 If yes, please describe it:

 If yes, has the financial or personal interest been disclosed, as provided in the Conflict-of-Interest policy? Yes _____ No _____

In the past, have you had a financial or personal interest, including a compensation arrangement, as defined in the Conflict-of-Interest policy, with New Neighbors? Yes _____ No _____

If yes, please describe it, including when (approximately)

 If yes, has the financial or personal interest been disclosed, as provided in the Conflict-of-Interest policy? Yes _____ No _____

Signature of Director/Officer Date: _____

Date of Review by Executive Committee: _____

Membership

- 1) Membership Term
 - a) In March 2024, the board voted to change the membership term to three years and eliminate membership extensions.
 - b) Beginning April 15, 2024, all memberships will start when the registration fee is received and will end three years from that date.
 - c) The fee for the three-year term is \$100 per person.
- 2) Membership Extension
 - a) Membership extension of one year will continue to be available for any members who registered prior to April 15, 2024.
 - b) Members requesting extension must be in good standing without outstanding balances.
 - c) The fee for the one-year extension will continue to be \$30.
 - d) The extension will begin on July 1 after the second full year of membership.

Membership Extensions

In the event a current Member wishes to extend membership **due to extenuating circumstances**, the following procedure will be used:

- 1) A written request will be sent to the Vice President Member Services setting forth the reasons for such request.
- 2) The Member will initially remain anonymous.
- 3) If the reasons set forth constitute extenuating circumstances as determined by the majority of the Board, an extension may be granted at a fee to be determined by the Board.
- 4) The Board retains the sole and absolute discretion to determine whether the reasons presented by a Member constitute extenuating circumstances so as to justify granting the extension
- 5) Once the Board has made its decision, the Vice President Member Services shall notify the Member in writing of the Board's decision.
- 6) Reinstatement of former members shall be treated as provided under this policy.

Suspended Membership

Membership will be suspended due to non-payment of dues, bank fees and/or activity fees. Suspended Members will no longer have access to membership benefits or be able to participate in New Neighbors activities or events.

A suspended membership may be reinstated with the approval of the majority of the Board when all outstanding balances owed to New Neighbors, or its representative have been paid in full.

Member Request for Membership Suspension

A New Neighbor member can request the New Neighbor Board to suspend their membership temporarily for a one-time membership term. The member must give the rationale behind the request for consideration by the Board. The Board will vote on the request that will include the specific month and year when their membership was suspended and when it will be reinstated. This is considered an exception to membership guidelines.

Management of Membership Suspension

The Vice President Member Services keeps track of any approved suspension(s) and updates the master membership list as necessary. The New Neighbor Digital team will remove the suspended member names) from the eblast distribution list and the New Neighbor website directory. When the suspension is up, the individual member(s) will be added back to the eblast distribution list and to the New Neighbor website directory.

Financial Policy

Three (3) year Membership dues of \$100 per individual Member shall be submitted with application to the Vice President Member Services.

Any bank charges incurred for checks returned for insufficient funds will be passed along to the member for payment. Failure to remit payment for these charges will deem the Member as not in good standing and, therefore, unable to participate in any New Neighbors activities.

New Neighbors Financial Guidelines include the following procedures:

- 1) All activities should be priced to adequately cover all costs. Any amount received that exceeds expenses will be held in the New Neighbors bank account and used in the same manner as any other New Neighbors funds. The excess will not be held for the purpose of reducing the cost of a future activity of that group. Conversely, any shortage of funds will be paid by the organization and will not be added to any fees for subsequent activities.
- 2) Due to financial commitments New Neighbors has contracted with vendors for events, we must have a "no refund policy". In a situation where a Member has paid for but is then subsequently unable to attend an event, Member shall contact Activities Chair for guidance.
- 3) Checks may be written and signed by either the President or the Treasurer. When one of these officers is the person requesting the check, it must be signed by the other.
- 4) The Treasurer deals only with checks, not cash. If a member pays for any type of activity in cash, the person collecting the cash should write a check and include it with the others in the deposit.
- 5) All checks given to the Treasurer must be accompanied by two copies of a Deposit Voucher.

An additional copy of the Deposit Voucher should also be retained by the person submitting the checks.

- 6) Payment Requests:
 - a) A Payment Request Voucher must be completed and given to the Treasurer before a check can be written.
 - b) A bill, invoice, receipt, etc., indicating the amount to be paid, must be attached.
 - c) Requests for reimbursement by board members, activity chairs or members should be submitted to the Treasurer within 45 days of the occurrence of said expense.

- 7) Tips for bus drivers, guides, and others may be handled in one of the following ways:
 - a) The person organizing the activity may ask those attending to bring cash for the tip.
 - b) A reasonable tip may be factored into the fee. The Activity Chair may submit a Payment Request Voucher with a statement indicating the amount of the tip and the Treasurer will write a check for that amount to the Activity Chair.
 - c) The tip may be included in the invoice from the tour/bus company if that is the company's normal practice.
 - d) In all instances the tip must be a reasonable amount, and the Activity Chair should make certain that all those registered for the activity know whether or not the tip is included in the fee.

Fundraising and Solicitation

New Neighbors is a social organization and does not raise money for or contribute monetarily to any charity and will not publicize or communicate other community activities.

Members are prohibited from using, selling, leasing or giving out NN Directory or Membership information to promote non-NN activities or causes, or to sell goods or services.