

## Procedure for conducting hearings with homeowners during board meetings

This procedure is intended to layout a process to follow so that hearings are conducted in an efficient and professional manner.

Step #1: When a homeowner appears for a hearing and if the schedule will allow, the President will offer to conduct the hearing immediately. Doing so shows an appreciation of the owner's time and nothing is lost for the gesture.

Step #2: If other homeowners are present, advise the homeowner of their right to conduct the hearing in executive session. If they accept this option explain to them that executive session comes at the end of the meeting. If there are no other homeowners present, the Board can immediately adjourn to executive session and conduct the hearing.

Step #3: Advise the homeowner that the Board will not be making a decision during the hearing. Rather, the hearing is an opportunity for the Board and homeowner to ask each other questions and explain each other's perspective. The actual decision will be made in executive session and the homeowner will receive the ruling in writing.

President asks the owner if he/she wants to make a statement

Each Board member is given an opportunity to ask the owner a few questions to gather sufficient information to make a decision.

President concludes the hearing by asking the owner if they have any final comments, then thanking them for attending and reminding them that the Board will make a decision later in executive session and they will be notified in writing of the Board's decision.

Conclude the hearing and reconvene the meeting wherever it was left off.

Note: Always endeavor to keep the hearing cordial and non confrontational. If any participant cannot conduct themselves in an appropriate manner, the President can call for a vote to adjourn the hearing.