

Charter of the Regency Cooperative Association

The Regency Cooperative Association shall be established, and it shall operate in accordance with the procedures as set forth below:

A. MISSION

- The primary mission of the nonprofit Regency Cooperative Association (Co-op) is to provide its members with access to quality, customer-oriented, licensed and insured vendors in a variety of categories with cost-competitive pricing and volume discounts.

B. MEMBERSHIP

- Co-op membership is open to all Regency homeowners and renters of record who elect to participate by paying a nominal membership fee.
- Co-op membership will remain in effect as long as residency is maintained within the Regency community.

C. MANAGEMENT OF THE REGENCY COOPERATIVE

- The Co-op shall be managed by a Board of Directors (BOD) comprised of seven volunteers who are elected by the Co-op members.
- Support for the BOD shall include a paid, part-time Administrative Assistant and a volunteer and/or paid Website Manager.

D. APPOINTMENT AND TERMS

- The BOD shall establish the number of BOD seats with two year terms.
- The BOD shall make interim appointments to fill Board vacancies as they occur.
- The terms of BOD members shall be staggered (by year) to preclude a simultaneous turnover of the BOD.
- All BOD members and officers must be members of the Co-op.
- The BOD shall endeavor to have representation on the Board from single family homes, Georgetown townhomes, and Greenbrier condominiums.

E. ELECTION OF BOARD OF DIRECTORS

- Members of the BOD shall be duly elected **from a slate of candidates** by the Co-op membership during the annual meeting of the Co-op.

Charter of the Regency Cooperative Association

- Any candidate (declared or write-in) not elected to the Board shall be offered the opportunity to serve as an alternate board member. Should a Board vacancy occur, the alternate shall be designated an interim appointee.
- Interim appointees shall serve until the annual meeting immediately following their appointment. At that time they shall be eligible to stand for election to a full term on the BOD.

F. BOARD OF DIRECTORS MEETINGS AND VOTING

- BOD meetings shall be held on an agreed upon schedule.
- The President of the BOD shall provide members with an agenda prior to each meeting.
- Four Board members shall constitute a quorum.
- A quorum shall be present to conduct formal voting procedures, the results of which shall constitute a decision by the BOD.
- The BOD may conduct business, to include voting, by email for efficiency and expediency when the situation warrants.
- Results of voting will be documented at the following BOD meeting to facilitate recording the results in the minutes of the meeting.

G. ANNUAL GENERAL MEMBERSHIP MEETING

- A general membership meeting shall be held once a year on a date to be determined by the BOD.
- Elections for open seats on the BOD shall be conducted at the annual meeting.
- Elections for BOD membership will be for seats held by members whose terms will expire or for interim BOD members who are standing for election to full terms.

H. COMMUNICATIONS

- Methods of communicating with the Regency Co-op membership shall include; Email, USPS mail, telephone, web-related email messages, hard copy flyers, and the Regency Cooperative Association website (<http://regencycoop.org/>).

I. SUB-COMMITTEES

- Sub-committees that support the BOD and related Co-op objectives may be formed at the request of the BOD.

Charter of the Regency Cooperative Association

- Sub-committees shall be chaired by a member of the BOD; subcommittee members may be drawn from the Co-op membership at large.
- Sub-committees may be charged with conducting activities and/or developing recommendations relating to specific issues identified by the BOD.

J. MEMBERSHIP SERVICE STANDARDS

- The Co-op shall provide a listing of vendors to the membership on a periodic basis.
- Listed vendors shall have undergone a vetting process to identify specific capabilities, resources, and discounted pricing for Co-op members.
- Discounted prices shall be provided to members of the Co-op.
- All vendors affiliated with the Co-op shall be subject to an annual review by the BOD to remain on the yearly updated vendor list.
- The Co-op shall not guarantee vendor performance, levy technical specifications, nor evaluate vendors based upon competitive bids.

K. HOMEOWNER MEMBERSHIP RESPONSIBILITIES

- A listing of Co-op members, consisting of last names and street addresses only, shall be provided to Co-op affiliated vendors for their use in verifying Co-op membership and eligibility for discounted pricing.
- When a particular service is desired, the individual resident must initiate contact with a vendor.
- All arrangements for estimates and work to be performed shall be between the resident and the vendor.
- The vendor shall be obligated to provide services to the resident in accordance with the discounted prices stated in the vendor's proposal to the Co-op.

L. HOMEOWNER FEEDBACK AND COMPLAINTS

- Positive and negative feedback are important to the BOD. Should problems occur, they shall be resolved by the Co-op member and the vendor; however, the Co-op member may make a report to the BOD detailing the problem or unsatisfactory service.
- The BOD shall review all such reports.

Charter of the Regency Cooperative Association

- Subsequent to the review by the BOD, the vendor may be contacted to resolve any outstanding issue/s.
- Should the BOD deem the vendor to be in non-compliance with established Co-op guidelines, and should the issue/s not be resolved, said vendor shall be subject to immediate removal from the Co-op vendor listing.

M. SECURITY OF MEMBERSHIP INFORMATION

- The Co-op shall value and protect the privacy of its members.
- All membership information held by the Co-op shall be treated with extreme care and security.
- Under no circumstances shall personal membership information be sold or otherwise made available, except as outlined in Section K, above.

Approved on: **May 9, 2016**

Approved by: **The Board of Directors of the Regency Cooperative Association**