

Code of Conduct for BVCA Meetings and Complaint Guidelines

The BVCA Board of Directors welcomes the attendance of all Bixby Village residents at its Board and Committee meetings but such attendance carries certain responsibilities. It is the duty of each attendee to behave with due and proper respect for the meeting proceedings and toward all other attendees and to abide by this Code of Conduct. Disruptive behavior and/or failure to conform to this code of conduct may result in ejection from the meeting and suspension from future meetings.

A copy of this **BV Meeting Code of Conduct** will be posted on the BVCA website and in the clubhouse.

Administrative: Sign-in on the speakers sign-in sheet. Homeowner Forum is 30 minutes. Each homeowner wishing to speak will be afforded 3 minutes during H/O forum of BOD and Committee meetings to express general views or concerns. Subject to time limitations, if more than 10 requests to speak, the Chair may shorten individual time to stay within the 30 minutes allotted. Your respective time cannot be given to someone else. There is to be no interruption or injection during another person's speaking time. Any new materials brought up during Homeowner Forum that are not already on the Agenda for the meeting, the Chair may place on the Agenda for discussion at the next BOD or Committee meeting.

Behavior: Behavior of Bixby Village attendees shall not be disruptive to the proceedings of the meeting. The Chair of the proceedings may ask anyone disrupting the meeting to leave the room. Once you have spoken you must be seated and respect other's right to speak.

Decorum: There will be no loud or raised voices or arguing among attendees. There will be no heckling from the audience. There will be no speaking out of turn by attendees unless called upon by the Chair.

Not Personal: Differences in views and philosophy are natural and should be respected. Any participant shall refrain from measures, including abusive, verbal, written, personal or physical attacks designed to deter the exercise of the rights of others to hold and express different views.

Complaints: Any participant who has a grievance should submit a written complaint to the Management Company, who will try to resolve the problem with the parties concerned. If this fails, the Management Company will report the matter to the Board of Directors who shall liaise with the parties concerned to seek a resolution. If this fails, the Board of Directors will render independent decision-making.

Removal: The BOD will direct any person that disrupts a meeting to refrain from further disruption or to leave the meeting. If the person refuses the Police will be called and the meeting promptly adjourned from open session.