

## Walden Woods Meeting House Committee Standard Operating Procedure

### Revised 8/4/16

**Charter:** The Meeting House Committee oversees the condition and use of the Meeting House. The Committee makes recommendations to the board regarding improvements and maintenance of the facility. The Committee buys and stocks consumables needed for leasing the facility. The Committee oversees and manages the leasing process in conjunction with Elite.

### **Member's Commitment to be a Monthly Before and After Volunteer:**

Volunteering to be a member of the Meeting House committee as a Before/After Volunteer is an important commitment. **You MUST be on call during the rental period you have agreed to cover.** If you do not meet the commitment, the community suffers. If you cannot make the commitment, **you** are responsible for arranging a trade with another member of the committee. Please email the Rental Coordinator or Chairperson if you arrange for a substitute.

The monthly volunteer list is updated and distributed by the chairperson. **IMPORTANT:** The traveling front door "safety key" is to be passed to the next person on the list by the person whose month is ending. The "safety key" unlocks the front door should the electronic lock ever fail. The key for the TV is also on that key ring.

It is also a member's responsibility to be familiar with the rental process and all of the rental documents published on the website. The member's specific responsibilities are shown in italics in the Operating Procedures below.

### **Operating Procedures:**

1. Ideally, residents interested in renting the Meeting House should go directly to the web site, check the calendar for availability, complete the necessary paper work, and mail to Elite. If a resident inquires by contacting you, please direct them to the website.
2. Michele at Elite has been directing any inquiries she receives to the website as well. Her contact information is *michele@epmlc.com*
3. The website is <http://www.waldenwoodsct.com/amenities/meetinghouse/outsideuseofmeetin/>
4. Website directs the renter to:
  - a. Check calendar for availability
  - b. Check rates
  - c. Download the contract, complete, and return to Elite with checks.
  - d. Read Rules & Regulations, Parking, Reminders, and Items Available documents.
5. The Meeting House will not be "shown." Pictures are available on the website. Residents can attend any meeting to view as all open meetings/events are on the calendar.
6. Date becomes firm only when Elite receives the contract and the two checks. It is "first come, first served" by receipt of the checks.
7. Elite will return a signed copy of contract to the renter. Elite is authorized to sign for the Conservancy. Elite keeps the original on file. If contract is not signed and acknowledgements are not initialed, Elite will return the contract and the checks to the renter with instructions for correcting and resubmitting.
8. When a properly executed contract is received, Elite will email a copy of the contract to the rental coordinator (or the chairperson if there is no coordinator.)
9. Rental Coordinator or Chairperson will advise appropriate Communications Committee person to show Meeting House rental on the calendar.

10. Rental Coordinator or Chairperson will advise the monthly Before/After Volunteer by emailing copy of the contract or the confirmation.
11. Rental Coordinator or Chairperson will email renter the form letter confirmation, indicating “code info to come.”
12. Seven (7) days prior to the rental, the Rental Coordinator or the Chairperson will email the renter and the Before/After Volunteer the renter’s unique key code and the unique alarm code with a full set of instructions. Chairperson keeps master list of codes. Your contact info will be in that email.
13. *Prior to the rental:*
  - a. *Check the Meeting House to see that it is clean and supplied.*
  - b. *Adjust the temperature.*
14. *After the rental:*
  - a. *Check to see that the Meeting house is clean, trash has been removed, and there is no damage.*
  - b. *Adjust the temperature if that has not been done by the renter.*
  - c. *Advise the Rental Coordinator if the MH is not clean, the trash has not been removed, you know of any rule infraction, time over run, etc. Use the checklist.*
  - d. *Advise the Rental Coordinator if all is OK.*

Chairperson, and Elite will decide on action to be taken or amount to be subtracted from the refund if a problem is reported. Otherwise Chairperson will advise Elite that the deposit can be refunded. If a fine is imposed, Elite will advise the renter and inform them of the appeal process. The renter will be given the option of paying the fine by check as deducting from the deposit will take up to 30 days or more.

## **Other:**

The contract and the website have been modified to instruct renters on the use of the electronic lock and the alarm. A checklist has been added to the contract for renters to follow for clean up.

A common lock code is held by Marlene Towers, Gail Twarkins, Peter DeBisschop/ Kathy Larkin, and Elite. Gail also holds a “front door safety” key.

You, as the Before/After Volunteer, will receive a copy of the same code letter the renter receives so you will have access to the door and the alarm system. You also have your own code.

You, as the Before/After Volunteer are also responsible for the traveling “safety key.” DO NOT LOOSE IT. Please remember to deliver the “safety key” to the next person on the list at the end of your month.

Alarm system:

To OPEN and disarm: XXXX, press OFF as soon as you enter. XXXX is your code.

To CLOSE and set: first, check all the front doors from the outside to be sure they are closed and locked. Then, enter XXXX , press ON. Exit by side door. Check to be sure it is locked.

Monthly Before/After Volunteers do not have to open the Meeting House for activities or meetings. You may be asked to assist if a committee chair, director, etc. does not have a code. They all should have a code. Your commitment is only for the rental process.

Again:

### Duties of the Before & After Volunteer

1. Be around on the day of the rental. Arrange a sub if necessary.
2. Check the MH 12 to 24 hours **before** the rental. Use the checklist.
3. SET THE THERMOSTAT!
4. Remedy any apparent problems.
5. Check supplies.
6. Run the dishwasher at least once a month or more.
7. Accept any calls during the rental as needed.
8. If you are driving or walking by, check, and if needed, remedy.
9. Check the MH 12 to 24 hours **after** the rental. Use the checklist. In particular, be sure to check thermostat and all the doors.
10. Report any issues to the Rental Coordinator OR report all OK.

Pass the Travelling Key at the end of your month!