

Sandia Heights Homeowners Association

Conduct and Accountability Procedure

Board Approved August 12, 2026

1. Purpose

This Procedure establishes a consistent process for addressing conduct, policy compliance, and accountability matters arising in connection with Association activities and official Association roles. It is intended to support fair treatment, appropriate conduct, orderly operations, and consistent Board oversight.

2. Scope

This Procedure applies to:

- Reported concerns arising from Association policies, codes of conduct, meetings, activities, and Association-sponsored programs; and
- Reported concerns, conduct-related issues, attendance and participation issues, and other matters affecting an individual's ability to fulfill responsibilities associated with an Association role.

3. Conduct at Meetings and Association-Sponsored Events

During Association meetings and events, the person presiding is responsible for maintaining order and decorum.

The person presiding may take reasonable action to address inappropriate or disruptive conduct at the time it occurs, including:

- Calling an individual to order;
- Directing that disruptive behavior ceases;
- Limiting participation; or
- Removing an individual when necessary to maintain order.

During Association meetings, the person presiding shall conduct the meeting in a fair and orderly manner consistent with Robert's Rules of Order Newly Revised.

Immediate actions by the person presiding do not preclude further review by the Board when appropriate under Paragraphs 6-7 of this Procedure.

4. Reporting Concerns

Reports regarding relevant matters covered by this Procedure should be submitted in writing to any Officer and shall include:

- The name of the individual(s) involved;
- A description of the conduct, concern, or issue;
- Relevant dates, times, and locations; and
- Any supporting information.

Anonymous reports may limit the Association's ability to review or respond effectively.

The Association will make reasonable efforts to review matters in a timely manner and, when appropriate, provide updates regarding the status of the review.

Due to confidentiality, legal considerations, or the nature of the review, specific information may not always be shared.

5. Initial Review

Upon receipt of a report, or identification of a matter covered by this Procedure, the receiving Officer shall:

- Acknowledge receipt, and
- Conduct or coordinate an initial review, requesting assistance from one or more Officers or Directors as appropriate to the nature of the matter.

Any individual who is the subject of the matter, has a conflict of interest, or whose impartiality could reasonably be questioned shall not participate in the process.

The individual(s) conducting the initial review shall:

- Determine whether the matter falls within the scope of this Procedure;
- Conduct preliminary inquiries or interviews, if appropriate; and
- Determine whether the matter needs further fact-finding.

The initial reviewers shall notify the Board of their review and recommended actions.

6. Fact-Finding and Inquiry

The Board may determine that additional fact-finding is needed and may designate a fact-finding group consisting of one or more of the following:

- One or more Directors;
- Qualified professionals; or
- An external organization, such as a private investigator, as appropriate.

Fact-finding may include reviewing relevant documents, attendance records, correspondence, policies, meeting records, or other information, and interviewing individuals who may have relevant information.

Individuals who are the subject of the review shall be informed of the concerns being reviewed and shall be provided a reasonable opportunity to respond.

The inquiry shall be conducted in a fair and impartial manner. The Association will make reasonable efforts to maintain confidentiality consistent with the need to conduct the inquiry, comply with legal obligations, and protect the interests of the Association and affected individuals.

The fact-finding group shall present the results of its inquiry to the Board.

7. Board Findings and Action

Following review of the information gathered under Paragraph 6, the Board shall determine whether the matter is substantiated.

Based on its findings, the Board may take such action as it deems appropriate and authorized by the Association's governing documents, policies, contracts, employment authority, committee charters, or other applicable authority.

Actions may include, but are not limited to:

- Determining that no further action is warranted;
- Providing guidance, counseling, or clarification of expectations;
- Issuing a written reminder, warning, or notice of concern;

- Requiring corrective action or training;
- Referring the matter to another committee, officer, contractor, employee, or other appropriate authority;
- Removing an individual from an appointed position or volunteer role;
- Removing an Officer from office in accordance with the Bylaws;
- Initiating Director removal proceedings in accordance with the Bylaws;
- Taking action relating to employees or contractors consistent with applicable employment arrangements, contracts, or other governing authority; or
- Taking any other action authorized by the Association's governing documents or applicable authority.

8. Communication

The Board shall communicate findings and actions except where strict confidentiality is necessary:

- To involved parties; and
- To the broader community, as appropriate.

9. Confidentiality and Non-Retaliation

Individuals participating in matters reviewed under this Procedure are expected to maintain appropriate confidentiality consistent with the need to conduct a fair review and carry out Association responsibilities.

Retaliation against any individual who, in good faith, raises a concern, provides information, participates in a review, or responds to a matter reviewed under this Procedure is not permitted.

10. Records

Records relating to matters reviewed under this Procedure, including reports, findings, and actions, shall be maintained in the Association's official records consistent with its document retention practices and applicable legal requirements.