

POLICY AND PROCEDURES FOR PROCESSING REQUESTS FOR REASONABLE

ACCOMMODATIONS AND REASONABLE MODIFICATIONS

The Board of Directors has adopted the following policy and procedure for processing a resident's request for a reasonable accommodation or reasonable modification. If you have any questions or concerns about these procedures please do not hesitate to contact the Board of Directors or the Association's Manager directly.

1. Applicants are encouraged to complete the Association's form to formally request a reasonable accommodation or reasonable modification. Applicants are also encouraged to use the Association's form letter and verification or certification if additional information is requested by the Board of Directors from your physician or health care professional regarding your request. Using the forms will assist everyone involved with efficiently processing a request and providing a prompt response to the Applicant.

The request form and all other forms are to be returned via U.S Mail or email to the Managing Agent. *All forms completed by Applicant or his/her physician or health care provider shall be mailed to this same mailing or email address.

2. The Board of Directors will review the request to determine if the documentation that has been provided is sufficient to approve the request. The Board of Directors may contact the Applicant to ask additional questions if necessary. The Board of Directors may require the Applicant to provide verification of the need for the request and a certification from a health care professional familiar with the Applicant's disability. It is the Applicant's responsibility to send all forms to his or her physician or health care professional as requested.
3. Timelines For Reasonable Accommodation Requests: Reasonable accommodation requests are processed as soon as possible with a response provided to the Applicant no later than fourteen (14) business days from the date the request is received by the Managing Agent unless additional information or a certification from your health care professional is needed. If additional information or a certification from your health care professional is needed, a written decision about the request will be provided to the Applicant within five (5) business days of receiving the verification and certification from your health professional. The association has no control over the length of time it takes for a health care professional to return the necessary verification and certification documents. Any verification or certification for an Applicant must be dated within six (6) months of the request or the Board of Directors has the right to request an updated verification or certification regarding any request.

Additional Timelines For Reasonable Modification Requests: Reasonable modification requests are processed as soon as possible with a response provided to the Applicant no later than fourteen (14) business days from the date the request is submitted with all necessary paperwork, including drawing(s). If the Applicant is requesting an exterior modification to the dwelling, a drawing and specifications showing the dimensions and location of the modification must be included with the modification request. If the Applicant is requesting a modification to the common elements only (such as a parking area), a basic drawing showing the general location only is necessary. The decision regarding a modification will also contain information as to whether the Applicant or Association will pay for the requested modification.

4. If the request is approved, the Board of Directors will provide notification of the approval in writing to the Applicant. If the request is denied, the Board of Directors will provide notification of such denial in writing to the Applicant with the reasons for the denial.

5. The Applicant has the right to appeal a denial by requesting a hearing with the Board of Directors, in writing, no later than ten (10) days after receiving written notification of the denial. Within seven (7) days from the date of the request for a hearing, the Board of Directors will provide the Applicant with written notice of the time, place, and location of the hearing. The Applicant may provide any additional information he or she feels necessary at the hearing. Within ten (10) days after the date of the hearing, the Board of Directors will provide the Applicant with written notification that the Board has either affirmed or overruled its decision of a denial.
6. ALL COMMUNICATIONS, INCLUDING ANY DISCUSSIONS WITH THE APPLICANT, SHALL REMAIN CONFIDENTIAL AND ANY DOCUMENTS OBTAINED IN RELATION TO THE APPLICANT'S REQUEST SHALL REMAIN CONFIDENTIAL AND NOT OPEN TO THE PUBLIC FOR INSPECTION.
7. Any Director that has a conflict of interest will recuse himself or herself and the remaining members of the Board of Directors shall make the decision as to the Applicant's request.

DOCUMENT INSPECTION REQUEST FORM

DOCUMENT ROCKY RIDGE CONDOMINIUM
ASSOCIATION DOCUMENT REQUEST FORM

Pursuant to the Document Policy adopted by the Board of Directors for Rocky Ridge Condominium Association, A Unit Owner requesting to inspect the Association’s books and records must submit the request to the managing agent in writing and at least five (5) business days prior to the desired date of inspection. The request for inspection must do all of the following: (1) the purpose for the inspection; (2) agree not to use or distribute any documents or information obtained during the inspection for any purpose other than the stated purpose for the inspection; (3) specify the type of documents and dates/months to be inspected; and (4) if the unit owner wants copies of certain documents prepared for the inspection, specify the type and dates/months of documents to be copied.

****Please fill out the form below and include your signature and the date you submitted the form request (Requests for documents will not be acknowledged without this form completely filled out).**

Name: _____

Address: _____ Unit No. _____

1. I am requesting the following documents from the condominium association:

2. I agree not to use or distribute any documents or information obtained during the inspection for any purpose other than what is stated on this form ____Yes ____No

3. I am requesting the documents described in number 1 above for the following reasons:

4. I am requesting the documents described in number 1 above for the following dates:

5. If documents are to be copied within specific dates, please provide those dates below:

Signature

Date Form Submitted

This form can be transmitted via email or U.S. Mail to the Managing Agent. The address of the Managing Agent can be found on the front cover of this Handbook.

DOCUMENT INSPECTION POLICY

WHEREAS, Article VII of the *Bylaws (Code of Regulations) of Rocky Ridge Condominium Association* (the "Bylaws") provides: "The books, records, and financial statements of the Association, including annual audited financial statements when such are prepared, shall be available during normal business hours or under other reasonable circumstances, upon request to the Association, for inspection by Unit Owners and the holders, insurers, and guarantors of first mortgages on Units. Likewise, during normal business hours or under other reasonable circumstances, the Association shall have available for inspection by Unit Owners, holders, insurers and guarantors of first mortgages on Units, and prospective purchasers, current copies of the Condominium Organizational Documents and the rules and regulations governing the operation of the Condominium."

WHEREAS, Ohio Revised Code Section 5311.091(A) provides: "Except as otherwise prohibited by this section, any member of a unit owners association may examine and copy the books, records, and minutes described in division (A) of section 5311.09 of the Revised Code pursuant to reasonable standards set forth in the declaration, bylaws, or rules the board promulgates, which may include, but are not limited to, standards governing the type of documents that are subject to examination and copying, the times and locations at which those documents may be examined or copied, and the specification of a reasonable fee for copying the documents."

WHEREAS, Ohio Revised Code Section 5311.091(B) provides: "The unit owners association is not required to permit the examination and copying of any of the following from books, records, and minutes: (1) Information that pertains to condominium property-related personnel matters; (2) Communications with legal counsel or attorney work product pertaining to pending litigation or other condominium property-related matters; (3) Information that pertains to contracts or transactions currently under negotiation, or information that is contained in a contract or other agreement containing confidentiality requirements and that is subject to those requirements; (4) Information that relates to the enforcement of the declaration, bylaws, or rules of the unit owners association against unit owners; [or] (5) Information the disclosure of which is prohibited by state or federal law."

WHEREAS, pursuant to the authority granted to it under Ohio Revised Code Chapter 5311 and the Bylaws, the Association's Board of Directors ("Board") hereby adopts the following policy regarding inspection and copying of the Association's books and records:

- A. A unit owner requesting to inspect the Association's books and records must submit the request to the property manager in writing and at least five (5) business days prior to the desired date of inspection. The request for inspection must do all of the following: (1) the purpose for the inspection; (2) agree not to use or distribute any documents or information obtained during the inspection for any purpose other than the stated purpose for the inspection; (3) specify the type of documents and dates/months to be inspected; and (4) if the unit owner wants copies of certain documents prepared for the inspection, specify the type and dates/months of documents to be copied.
- B. A unit owner may assign a representative (e.g., an attorney, accountant, or other individual providing a professional service for the unit owner) to inspect the Association's records on his, her, or its behalf, but the unit owner must provide written notice of the assignment to the Manager prior to the inspection, which shall include the following: (1) name, business telephone number, and business e-mail address of the representative; and (2) relationship to the unit owner (e.g., attorney, accountant, or other professional service provider). The designated representative will be subject to this Document Inspection Policy, as well as all of the other governing documents for the Condominium, while acting on behalf of the unit owner.
- C. The Association's managing agent may only keep specific documents for definite periods of time. A unit owner will not be able to inspect or copy documents that are no longer kept on record with the Manager.
- D. The Association's records will only be available for inspection during the Manager's normal business hours, which, at the time of the adoption of this Document Inspection Policy, are 9:00 a.m. EST to 5:00 p.m. EST. Unless otherwise agreed to by the Board or Manager, records may only be inspected Monday through Friday.

- E. All original copies of the Association's records will not be permitted to leave the presence of the Manager. Accordingly, a unit owner must copy any document that the unit owner would like to take from the Manager. The unit owner requesting copies of Association records will be charged a reasonable copy fee of 13¢* per page/ per side of any document copied for the unit owner. (** fee subject to change*)
- F. In addition to 13¢* per page/ per side for copies of Association records, unit owners will also be required to pay \$18.00* per hour for the administrative costs of the Manager for gathering the requested documents. This cost is the actual cost charged by the Manager to the Association in response to document inspection and copying requests, and this cost will be passed on to the unit owner for whom this cost was incurred. (** fee subject to change*)
- G. After accumulating all documents related to a unit owner's request, the Manager will calculate the copying fees and administrative costs associated with the request for inspection and submit an invoice for those fees and costs to the requesting unit owner. The unit owner must remit payment for the invoice before the Management Company is authorized to release the copies of the requested records to the unit owner.
- H. The following records of the Association that **will** be available for inspection:
- a. The Association's accounting records showing the collection of common assessments paid by the Association's members;
 - b. The Association's accounting records that specify the receipts and expenditures relating to the Condominium's common elements and other common receipts and expenditures, which records include monthly, yearly, and year-to-date income and expense reports and balance sheets;
 - c. Monthly bank statements for all accounts held in the Association's name, with the account numbers redacted;
 - d. Records showing the allocation, distribution, and collection of the common profits, losses, and expenses among the Condominium's unit owners;
 - e. Annual budgets adopted by the Association;
 - f. The names and addresses of the unit owners and their respective undivided interests in the common elements;
 - g. The Declaration of Condominium, all amendments to the Declaration, the Bylaws, the Association's Articles of Incorporation, and the Association's rules and regulations;
 - h. The declarations pages or Acord certificates for all of the Association's insurance policies;
 - i. Reserve studies; and
 - j. The Association's meeting minutes for all annual and special meetings of the members of the Association, as well as all Board-approved minutes from any regular Board meeting (except confidential information will be redacted as needed).
- I. The following records of the Association **will not** be available for inspection unless specifically approved by the Board:
- a. Minutes for Board executive session meetings;
 - b. Information related to Condominium property-related personnel matters, including, but not limited to, time sheets, rate of pay, job applications, and performance reviews;
 - c. Any agreements or communication with the Association's legal counsel; the Association's attorney's work product pertaining to potential, threatened, past, or pending litigation; communications and opinions from or to the Association's counsel regarding other Association- and Condominium property-related matters; and communications to, from, or between the Association's counsel, Board, or Manager;
 - d. Any documents or reports prepared by the Board or at the Board's request for potential, threatened, past, or pending litigation;
 - e. Information that pertains to transactions currently under negotiation, including, but not limited to, unaccepted bids and quotes from prospective contractors or other service providers;
 - f. Information that pertains to contracts or other agreements containing confidentiality requirements and that are subject to those requirements;
 - g. Contracts with contractors, service providers, or professionals hired by the Association;
 - h. Information that relates to the enforcement of the Declaration and its amendments, the Bylaws, the Association's rules and regulations, and any other governing document of the Association, including enforcement and collection letters, notices, hearing notes and minutes, decisions, specific identification of unit owners delinquent in the payment of their assessments to the Association, or any other information related to enforcement of the Association's governing documents;
 - i. Information and documents regarding insurance claims unrelated to the requesting Unit Owner;

- j. The telephone numbers or e-mail addresses of the Association's Unit Owners or their tenants on file with Management; or
 - k. Any information the Association is prohibited to disclose pursuant to federal, state law, or local law.
- J. The Board reserves the right to deny inspection of any documents within the Association records until such time as the unit owner provides a "reasonable and proper purpose" for inspection and copying of such documents, as deemed appropriate by the Board.