

## OAKMONT VILLAGE ASSOCIATION (OVA)

### POLICY FOR REFUNDS

It is the policy of the OVA Board of Directors to make full refunds of assessments and fees, subject to limitations outlined below. The Board approves the following procedures to affect the policy for the situations stated:

#### PROCEDURE:

##### **I. Dues:**

- A. Sale of Property:** Unearned dues will be refunded, through escrow or upon valid request when not done through escrow. Refunds are prorated to the close of escrow date.
- B. Reduction of Occupancy:** Refund requests made by owner(s), legal survivor(s), or legal agent(s), and upon proper documentation, such as death certificate, will cause a refund check to be mailed to the requesting person. Owner(s), legal survivor(s), or legal agent(s) advising OVA or OVA's Financial Management Company in writing of a reduction in occupancy, shall be informed they may be eligible for a refund. Property owner(s), legal survivor(s), or legal agent(s) will be refunded eligible dues up to 12 months prior to the date of notification.
- C. Dues Receipts:** Payments of dues for each Oakmont property may be received from any party (owner, tenant, legal third party).
- D. Dues Refunds:** Refunds when applicable are made only to the property owner(s), Legal survivors or legal agents even if payment was made by someone else.

This policy is based on the fact that the property owners, Legal survivors or legal agents is/are responsible for OVA dues payments, regardless of arrangements otherwise made between owner(s), tenant(s) or other legal third party(s). Therefore, only the owner(s) Legal survivors or Legal agents is/are entitled to receive OVA dues refunds. This policy eliminates the risk that a tenant may receive a refund from the OVA and the owner(s).

##### **II. Transactions in OVA Office:**

- A. Event Fees:** For any event for which a ticket is purchased, the OVA Office will require a 10-day notice of cancellation in order to assure a refund. There will be NO refunds within the 10-day period prior to the event unless the cancelled spot is filled. There is a 10% cancellation charge on EVERY refund cancelled by the ticket purchasers, no matter when cancelled. If an event is cancelled by OVA, the refund is 100%.
- B. Access Cards:** Facility access cards are issued at a \$25 fee. Residents can purchase up to four (4) guest cards for \$25 each for future guest(s) visits. The above procedures apply in order to activate guest card(s). No guest cards are required, if guests accompany their host to OVA facilities/functions. Guest must sign a Release of Liability Form in order to use the Fitness Center <sup>1</sup>

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<sup>1</sup> OVA Board Approved 2018-12-18

**C. Locker Rental Fees:**

Annual locker fees for East, West and Central facility locker rooms are \$30/yr. A notice is published in the Oakmont News December 1<sup>st</sup> & 15<sup>th</sup> reminding residents that annual locker fees are due by January 2<sup>nd</sup> the following year. A notice with the same message will be posted on each locker room entry door during December each year. Unpaid locker fees result in releasing the locker for re-renting. A courtesy notice will be posted on the locker for five business days, which instructs the resident to stop by the office and pay for the locker use or kindly remove their items. After the courtesy notice, a removal notice will be placed on the locker. Items will be removed and stored in OVA Office for 30 days. Unclaimed belongings will be donated and/or disposed by OVA.

**III. Dues Relief:**

The OVA Board does not have the authority to grant dues relief for any reason. Common requests include 'not using facilities' and 'financial hardship'.

**IV. Disputes:**

Disputes should be submitted to the General Manager for resolution. Appeals of the Manager's decision may be made to the Board of Directors.