

CHAPTER STANDING RULES

INDEPENDENT POOL & SPA SERVICE ASSOCIATION, INC. – DALLAS CHAPTER

Adopted by membership: October 22, 2002

Article I. Organization

Section 1.01 The Dallas Chapter of Independent Pool and Spa Service Association, Inc. (hereafter IPSSA, Inc.) shall be governed by the Bylaws, Code of Ethics, Policies and Procedures, Standing Rules of IPSSA, Inc. and these Chapter Standing Rules herein set forth.

Article II. Chapter Board Officers

Section 2.01 Function: The Dallas Chapter of IPSSA, Inc. (hereafter Dallas Chapter) shall be managed and all corporate powers related to this chapter shall be exercised by or under the direction of its respective Board of Officers except as otherwise herein provided.

Section 2.02 Number and Term: The Dallas Chapter Board of Officers shall consist of four (4) officers of this chapter and the immediate past president, all of whom shall hold office from the date of "Installation" set by IPSSA, Inc., following the November elections, until the next bi-annual election meeting of its members and its subsequent date of "Installation", a term of two (2) years, and until their successors have been elected and qualified, or until their earlier resignation, removal from office or death. All officers may succeed themselves. The five chapter board officers, President, Vice President, Secretary, Treasurer and immediate Past President, shall have one vote each on any board action. The Regional Director and all other Past Presidents shall be members of the board, *ex officio*, but without a vote regarding any actions. Officers who are elected in the interim to fill vacancies, shall hold office until the next bi-annual election meeting of its members, and until their successors have been elected and qualified, or until their earlier resignation, removal from office or death.

Section 2.03 Elections: The Dallas Chapter shall hold bi-annual elections in the month of November, each even numbered year. They shall elect, with written ballots, from its membership a President, Vice President, Secretary and Treasurer. Nominations must be taken at the September member's meeting, just prior to the election, and absentee ballots must be made available in the October's newsletter. All absentee ballots must be received in the Chapter P.O. Box at least twenty-four (24) hours prior to the election in order to be counted. Only regular members shall vote and they shall have only one vote counted.

Section 2.04 Vacancies: In the interim between bi-annual election meetings of the Dallas Chapter Members, any vacancies may be filled at a specially posted meeting by an election using written ballots of members of the chapter present at this specially posted meeting. The special meeting for the purpose of filling any vacancies must be adequately announced and posted in the chapter newsletter. There shall be no absentee ballots used or accepted at special elections to fill vacancies.

Section 2.05 Responsibilities of Officers: The responsibilities of the chapter officers include but are not limited to the following:

- (a) President: The President shall serve as Chairperson or Moderator of the Chapter Board of Officers and Chapter Membership Meetings and otherwise provide the general leadership to the Chapter Board of Officers.
- (b) Vice President: The Vice President shall act in the absence of the President.
- (c) Secretary: The Secretary shall keep a complete record of all Chapter Board of Officers and Chapter Membership Meetings, correspondence of the Chapter, contracts and formal documents, send all notices of meetings required herein, maintain a current roll of the chapter members and perform all other duties usually pertaining to the office of Secretary.
- (d) Treasurer: The Treasurer shall make payment only for bills properly approved by the Chapter Board of Officers, keep a record of all financial transaction, maintain the depository accounts of the chapter and perform all other duties usually pertaining to the office of Treasurer.
- (e) Past President: The Past President shall provide a history of past Chapter Board of Officers and help provide for continuity to current Chapter Board of Officers.

Section 2.06 Meetings of Officers: The Chapter Board of Officers shall meet on a monthly basis at such a time and place the Board of Officers shall fix. If the time and or place of the meeting change, sufficient notice shall be given to all officers.

Section 2.07 Call of Chapter Board Meetings: Any two Chapter Board Officers can call a Special Meeting of the Chapter Board of Officers.

Section 2.08 Quorum and Actions: A majority of the Chapter Board of Officers shall constitute a quorum. A quorum must be established prior to business being conducted. Any action requires a majority approval of the officers present. Any problems relating to a vacancy on the Chapter Board of Officers are addressed in the IPSSA, Inc. Standing Rules, Section 8 of Article III.

Section 2.09 Membership Fees and Dues: The Chapter Board of Officers shall fix chapter membership fees, monthly dues and fines, subject to approval by simple majority vote by the Chapter Membership according to rules

defined in the Dallas Chapter Standing Rules, Section 4.02 of Article IV. These fees shall be posted in the Appendix A: Schedule of Fees.

Section 2.10 Financial Accountability: The Chapter Board of Officers shall show financial accountability in the following manner:

- (a) The Treasurer must keep records of all financial transactions until the records are archived after a reasonable period of time.
- (b) The Treasurer must make monthly financial reports to the Chapter Board of Officers and Chapter Membership Meetings. These reports must indicate that the depository accounts of the chapter have been appropriately reconciled, their current balance and a summary of recent deposits and expenses.
- (c) Once a quarter, an officer of the Chapter Board of Officers, other than the Treasurer, must verify, by reviewing the depository accounts, that the depository accounts have been correctly reconciled, that approved payments have been correctly made and that no funds have been inappropriately distributed.
- (d) The Treasurer shall pay all chapter expenses that are approved by the Chapter Board of Officers. Records must include verification of these expenses.
- (e) Receipts and approval by two Chapter Board Officers for expenses occurred on behalf of Dallas Chapter must accompany any reimbursements. The "Reimbursement Form" approved by the Chapter Board of Officers on 1/16/2001 is to be used for this purpose. Exceptions to this policy must be approved by action of the Chapter Board of Officers.
- (f) The Chapter Board of Officers must complete a budget for each fiscal year.

Article III. Membership

Section 3.01 Regular Membership Qualifications: Definitions of regular members and their necessary qualification shall be the same as detailed in IPSSA, Inc. Bylaws, Article IV.

Section 3.02 Application: Any person seeking regular membership must complete the appropriate application and submit to an interview, which would determine their eligibility as a member.

- (a) Any former member to the Dallas Chapter, having left in good standing, may apply to the Chapter Board of Officers for "Reinstatement", if the period of absence was not more than one year.

Section 3.03 Acceptance of Applicant for Membership: Applicants having completed all membership requirements must have their name printed in the Chapter Newsletter for review, prior to their approval as a member. Membership requires either a majority approval by the Chapter Board of

Officers or a two-third (2/3) majority of those present at a Chapter Membership Meeting. An application must be denied if at least two officers of the Chapter Board of Officers vote against granting membership. A rejected applicant shall not be reconsidered for membership until at least ninety (90) days after previous rejection.

- (a) Applicants who are former members and are otherwise qualified for "Reinstatement", must receive either a majority approval by the Chapter Board of Officers or a two-third (2/3) majority of those present at a Chapter Membership Meeting.
- (b) Water Chemistry Certification: Members have one (1) year from date of membership to take and pass the Water Chemistry Test.

Section 3.04 Attendance Requirements: A minimum attendance of Chapter Membership Meetings is required of all regular members. The requirements are as follows:

- (a) Spouses, employees and other members are not required, but encouraged to attend.
- (b) Regular members shall attend a minimum of two (2) chapter meetings per quarter.
- (c) If a member attends only one (1) meeting, a fine, according to Appendix A: Schedule of Fees, will be billed with monthly dues after the close of the quarter.
- (d) If a member fails to attend any meetings, a fine, according to Appendix A: Schedule of Fees, will be billed with monthly dues after the close of the quarter. In addition, the member would be subject to board review, whose actions could result in Suspension or Expulsion of Membership per IPSSA Inc. Bylaws, Section 4.7 of Article IV.
- (e) A member may petition the board to excuse an absence.
- (f) The board may elect to omit a meeting or have a particular meeting count as two (2) meetings.

Section 3.05 Sick Route: Participation in the Dallas Chapter Sick Route Coverage is required of all regular members. Failure in this regard shall result in Suspension or Expulsion of Membership per IPSSA Inc. Bylaws, Section 4.7 of Article IV.

- (a) Sick Route Policy and Procedures: The Chapter Board of Officers shall maintain the Sick Route Policy and Procedures, subject to approval by simple majority vote by the Chapter Membership according to rules defined in the Dallas Chapter Standing Rules, Section 4.02 of Article IV. This policy shall be posted in the Appendix B: Sick Route Policy and Procedures.

Section 3.06 Suspension and Expulsion from Membership (Termination Policy): The reasons and procedures for suspension and expulsion from the

Dallas Chapter shall be the same as detailed in the IPSSA Inc. Bylaws, Section 4.7 of Article IV.

Section 3.07 Rights of Suspended and Expelled Members: The rights of suspended and expelled members are described in the IPSSA Inc. Bylaws, Section 4.7 of Article IV.

Section 3.08 Before a member can submit a claim for insurance coverage their membership dues must be current.

Article IV. Chapter Membership Meetings

Section 4.01 Monthly Meetings: The Chapter Members shall meet on a monthly basis at such a time and place the Board of Officers shall fix. If the time and or place of the meeting change sufficient notice shall be given to all members.

Section 4.02 Quorum and Voting: The rules for establishing a quorum and voting on an action are as follows:

- (a) The Chapter Board of Officers shall determine the quorum prior to each Chapter Members Meeting based on the monthly reports as distributed by IPSSA, Inc. Financial Offices. A quorum is defined by the IPSSA Inc. Bylaws, Section 5.5 of Article V as thirty percent (30%) of the regular chapter membership.
- (b) At the beginning of each Chapter Members Meeting the Chapter Board of Officers shall determine if a quorum exists. If a quorum does exist, business can be conducted. If a quorum does not exist, the meeting shall continue for information purposes only. All scheduled voting shall be automatically postponed until such time as a quorum is established.
- (c) As per IPSSA Inc. Bylaws, Section 5.5 of Article V, an action shall be taken if approved by a simple majority of those present and voting at a Chapter Members Meeting provided that a quorum was established prior to the vote. However, the rule also requires that if, at the time of the vote, "enough members have withdrawn to leave less than a quorum", then an action must be "approved by at least a majority of the members required to constitute a quorum". This shall be called the "minimum majority vote".

Section 4.03 Content of Monthly Meetings: At each monthly meeting the Chapter Board of Officers shall:

- (a) Keep attendance records.
- (b) Establish the existence of a quorum.
- (c) Provide reports of previous meeting's "minutes".
- (d) Provide reports of the chapter's current financial status.
- (e) Complete any business necessary, both old and new.

- (f) Provide information relevant to membership, via presentations by Chapter Supporter's, product representatives, etc.

Article V. Distribution

Section 5.01 In order that the members be properly aware of their rights, privileges and responsibilities in the Dallas Chapter a copy of these Standing Rules shall be given to each new member upon his being voted into the chapter.

Article VI. Amendments

Section 6.01 These Standing Rules of the Dallas Chapter may be changed or altered at a duly announced Chapter Membership Meeting providing the proposed change or alteration has been published in written form through either the Chapter Newsletter or letters to the membership, at least thirty (30) days prior to final action. The meeting must also be announced at the previous Chapter Membership Meeting. A quorum must first be established then a two-thirds majority of regular members present at the Chapter Membership Meeting must approve the proposed change or alteration.

Appendix A: Schedule of Fees

This schedule was approved by the chapter membership on October 22, 2002.

1) Membership Fees:

a) New Member Initiation Fee:

Upon approval by Chapter, according to Article III, Section 3.03, a new member must pay the Chapter \$200.00 Initiation Fee. This fee is broken down as follows: \$166.00 is allotted as the basic Chapter Initiation fee; \$20.00 pays for the New Members Packet; and \$24.00 pays for enrollment into the Members Benevolent Fund (Required).

b) Reinstatement Fee:

A former member, seeking Reinstatement and having been approved by the chapter, must pay a Chapter Reinstatement Fee of \$50.00. This member is also subject to all the requirements by IPSSA, Inc., which may include an additional \$50 reinstatement fee for all those having left IPSSA with delinquent accounts.

2) Fines:

a) Attendance Fines: As outlined in Article III, Section 3.04

- i) The fine for having attended only (1) meeting in a given quarter is \$25.00.
- ii) The fine for not attending any meetings in a given quarter is \$50.00.

b) Sick Route Fines: As outlined in Article III, Section 3.05

- i) The fine for failure to update the "Sick Route Cards" is \$50.00

3) Other Fees:

- a) Returned Check: Any member whose check to IPSSA – Dallas Chapter is returned for non-payment, shall provide for reimbursement of returned check and pay a \$15.00 returned check fee.

Appendix B: Sick Route Policy and Procedures

This Sick Leave: Policy and Procedures was approved by the chapter membership on July 23, 2002.

1) Information Requirements:

- a) Each regular member must complete and submit Blue Cards two (2) times per year, every February and August, to the Sick Route Chair Person.
- b) Each regular member must keep a complete up-to-date file of their route information, with labeled keys. It should be kept in a ready place. In the event of the member's disability it should be made available to the Sick Route Chair Person.
- c) Each regular member must provide to the Sick Route Chair Person an accurate phone number where they can be reached. The member must notify the Sick Route Chair Person if they are going on vacation or will be otherwise unavailable.

2) Eligibility Requirements:

- a) Sick Route Coverage is only available for regular chapter members. The member must be current on all insurance premiums and chapter fees.
- b) If a regular member has become sick or injured beyond the capacity of work, hereafter known as "down member", and expects to be incapable of work for more than one (1) week, they may petition the Sick Route Chair Person for sick route coverage.
- c) Sick route coverage shall also be given in the event of a member's death.
- d) Exclusions: New regular members will not be covered for preexisting conditions or elective surgery during their first six months.
- e) Sick Route Coverage for any member must be approved by the Chapter Board and shall require a majority vote of the Chapter Board of Officers.

3) Coverage Limitations:

- a) Down Member:

- i) Approved coverage will only extend to pools on service at the time petition is made for Sick Route Coverage. IPSSA will not cover any new business added during the Sick Route Coverage period.
 - ii) Sick Route Coverage for a down member shall not last longer than six (6) months.
 - iii) Insurance premiums and chapter fees must be maintained throughout the Sick Route Coverage Period or coverage will be canceled.
- b) Deceased Member:
- i) Sick Route Coverage for a deceased member shall not last longer than six (6) months, or until the pool accounts are sold or business operations cease.
 - ii) Insurance premiums and chapter fees must be maintained throughout the Sick Route Coverage Period or coverage will be canceled.
- c) Bereaved Member:
- i) Coverage is available upon the death of an immediate family member: parent, spouse or child.
 - ii) Sick Route Coverage for a bereaved member shall last a maximum of two (2) weeks.
- 4) *Petitioning for Coverage:*
- a) Down Member:
- i) The down member must make a timely notification of sickness or injury, submit their yellow Route Cards, which must be legible and provide any keys, clearly labeled, to the Sick Route Chair Person.
 - ii) The down member must provide a licensed Physician's note that provides the diagnosis, prognosis and estimated time of recovery.
 - iii) If approved, the Chapter Board will reevaluate the coverage as the situation warrants. The member may be required to provide further medical information.
- b) Deceased Member:

- i) The beneficiary of the deceased member shall make a timely notification of the member's death, submit their yellow Route Cards, which must be legible and provide any keys, clearly labeled, to the Sick Route Chair Person.
 - ii) The beneficiary of the deceased member must provide any necessary documentation of the member's death if required.
- c) Bereaved Member:
- i) The bereaved member must make a timely notification of the family member's death, submit their yellow Route Cards, which must be legible and provide any keys, clearly labeled, to the Sick Route Chair Person.
 - ii) The bereaved member must provide any necessary documentation of the family member's death if required.

5) *Down Member Requirements:*

- a) The down member, having been approved for coverage, must notify their customers of the following:
 - i) An IPSSA member will be cleaning the pool in their place.
 - ii) The pool may not be serviced on the normal day.
- b) The down member, having been approved for coverage, must provide to the Sick Route Chair Person information regarding the arrangements for any repairs, chemicals and supplies that are needed during the coverage period.
- c) The down member, having been approved for coverage, should do the following:
 - i) Continue to be current on all insurance premiums and chapter fees.
 - ii) Continue to bill his customers as normal for any services rendered.
 - iii) Must reimburse the servicing member for any chemicals and supplies, used during the coverage period, within thirty (30) days of being billed. The servicing member may request payment at wholesale prices rather than "reimbursement in kind".

6) *Sick Route: Policies and Procedures*

a) Notification:

- i) The Sick Route Chair Person shall “route” the sick route coverage within two (2) working days of the receiving the yellow Route Cards.
- ii) Membership shall pick up Sick Route Coverage information, at the designated location, within two (2) working days of notification by the Route Chair Person.
- iii) The regular member must service the pool within two (2) working days of picking up the Sick Route Coverage Information from the designated location.
- iv) The regular member may not refuse a sick route assignment. All attempts will be made to assign pools that are conveniently located in the regular member’s area whenever possible.
- v) Once a regular member receives a pool assignment the chapter assumes that the pool is being serviced in a regular and professional manner. If for any reason the regular member is not able to service the pool, the Sick Route Chair Person must be notified immediately.
- vi) The regular member must continue servicing the pool until notified by the Sick Route Chair Person that the coverage is terminated.

b) Assignments:

- i) A regular member will not normally be asked to service more than two (2) pools at a time or a single pool with two (2) weekly visits, unless there is a shortage of members in a particular area or an unusually large number of down members.
- ii) A regular member will earn one (1) point for every service call made for the down member. The Sick Route Chair Person will keep a record of the accumulated points. The regular member must also keep a record of their points earned. All attempts will be made to assign pool to a member with the lowest point total.

c) Servicing a Pool:

- i) All members must maintain their insurance premiums and chapter fees.
- ii) A regular member may hire another IPSSA member to service their assigned pool. However, the person servicing the down

member's pool must be an IPSSA member whose chapter dues and insurance premiums are current. It is the regular member, who was assigned the pool, which has the responsibility to make sure the down member's pool is maintained correctly.

- iii) The regular member, on their first visit to down member's pool, should introduce themselves to the customer, leaving the following information: their name, their contact phone number and their cleaning schedule. The regular member must leave a door hanger if no one is home. It's important that the customer is reassured that their pool is being serviced timely and properly.
 - iv) The regular member should always care for the down members's pool in a manner consistent with their own. The assigned pool may not be the type the regular member would normally service, but it should be remembered that the pool represents income for the down member and that the coverage is only temporary.
 - v) The regular member must keep records of their service visits, specifying the time and date of cleaning, services performed, chemicals used and any important observations.
 - vi) If the regular member arrives at a down member's pool where they observe that the pool is not functioning or that repairs are necessary, they must make the best possible effort to maintain the pool (i.e. chemical test and adjustment; skimming of debris; brushing sides and leaf-mastering, if possible). The Sick Route Chair Person should be notified of the pools condition immediately. The problem pool is the responsibility of the assigned regular member until the Sick Route Chair Person has been properly notified.
 - vii) The regular member shall not charge the down member's customer for any product or service provided during the coverage period.
 - viii) The regular member, providing coverage, shall not solicit or accept business from a down member's customer.
- d) Boundaries: The boundaries will be as follows:
- i) The North Boundary will be US Hwy 380 from TX Hwy 78 to FM 423.
 - ii) The West Boundary will be FM 423 south, to TX Hwy 121 south, to I-635 east, to I-35E south, to I-30 east.

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- iii) The South Boundary will be I-30 east, to HS Hwy 175 CF Hawn Freeway, to I-20 east, to TX Hwy 205 north, to the city of Terrell.
 - iv) The East Boundary will be TX Hwy 205 north, to TX Hwy 78 north, to US Hwy 380.
 - v) US Hwy 75 will spilt the overall territory into an East and West Zone.
- e) Disclaimer:

IPSSA is not liable or responsible for the quality of the servicing member's work, customer complaints, loss of accounts or any related matter other than to hear the matter before a grievance committee which could result in the servicing member's Suspension or Expulsion of Membership according to the Dallas Chapter Standing Rules, Section 3.05 of Article III.