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# Rolling Hills Community Services District

## POLICY HANDBOOK

**POLICY TITLE: Purpose of Board Policies**

**POLICY NUMBER: 1000**

**1000.1** The purpose of these Board policies and procedures is to guide the administration of the Rolling Hills Community Services District in the provision of its services. The District was formed on September 19, 1978 by the adoption of Resolution no. 205-78 by the Board of Supervisors of the County of El Dorado. The purposes for which the District was formed are:

- Public recreation as authorized in subdivision (e) of Section 61600 of the Government Code; and
- Street lighting as authorized in subdivision (f) of Section 61600 of the Government Code; and
- The opening, widening, extending, straightening, and surfacing, in whole or part of any street in such district, subject to the consent of the governing body of the county or city in which said improvement is to be made as provided in Subdivision (j) of Section 61600 of the Government Code; and
- The construction and improvement of bridges, culverts, curbs, gutters, drains, and works incidental to the purposes specified in Subdivision (j) of the Government Code, subject to the consent of the governing body of the county or city in which said improvement is to be made as provided in Subdivision (k) of Section 61600 of the Government Code.

**1000.2** It is the intent of the Board of Directors of the Rolling Hills Community Services District to maintain a Manual of Policies. Contained therein shall be a comprehensive listing of the Board's current policies, being the rules and regulations enacted by the Board from time to time. The Manual of Policies will serve as a resource for Directors, staff and members of the public in determining the manner in which matters of District business are to be conducted.

**1000.3** If any policy or portion of a policy contained within the Manual of Policies is in conflict with rules, regulations or legislation having authority over Rolling Hills Community Services District, said rules, regulations or legislation shall prevail.

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# **Rolling Hills Community Services District**

## **POLICY HANDBOOK**

**POLICY TITLE: Adoption/Amendment of Policies**

**POLICY NUMBER: 1001**

**1001.1** Consideration by the Board of Directors to adopt a new policy or to amend an existing policy may be initiated by any Director, Secretary or the General Manager. The proposed adoption or amendment shall be initiated by a Director, Secretary or the General Manager submitting a written draft of the proposed new or amended policy to the Board Chairperson and the General Manager by way of the District office, and requesting that the item be included for consideration on the agenda of the next appropriate regular meeting of the Board of Directors.

**1001.2** Adoption of a new policy or amendment of an existing policy shall be accomplished at a regular meeting of the Board of Directors in accordance with the district's state statutes regarding the constitution of a majority vote.

**1001.3** Copies of the proposed new or amended policy shall be included in the agenda-information packet for any meeting in which they are scheduled for consideration (listed on the agenda). A copy of the proposed new or amended policy(ies) shall be made available to each Director for review at least 72 hours, per the Brown Act, prior to any meeting at which the policy(ies) are to be considered.

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# **Rolling Hills Community Services District**

## **POLICY HANDBOOK**

**POLICY TITLE: General Operations Policy**  
**POLICY NUMBER: 1005**

The Rolling Hills Community Services District's governing body is its Board of Directors. Members of the Board are elected by the voters living within the District. The Board meets to consider and render decisions on a wide variety of matters that arise as a result of the District's carrying out of the purposes for which the District was formed.

**1005.1** The Board has delegated the day-to-day administration of the District to the General Manager.

**1005.2** The Board has determined not to hire "employees" of the District. The Board shall utilize contracted services to perform the services of General Manager and Board Secretary to foster an efficient and cost effective means of conducting its operations. The Board may determine to hire part time employees for the implementation of local ordinances or as it deems is in the best interests of the administration of the District.

**1005.3** The function of District Treasurer is performed by the El Dorado County Auditor Controller and is responsible for depositing, withdrawing, transferring and investing District funds, maintaining efficient fiscal practices, makes deposits, handles preparation of disbursements pursuant to vouchers submitted on behalf of the District, and prepares monthly and annual financial reports.

**1005.4** The Board may create any such committees as it shall feel beneficiary for the efficient and effective administration of the District.

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# **Rolling Hills Community Services District**

## **POLICY HANDBOOK**

**POLICY TITLE: Definitions**

**POLICY NUMBER: 1010**

**1010.1** "Board" – Board refers to the Board of Directors of the Rolling Hills Community Services District.

**1010.2** "Contracted Services" – Contracted Services refers to work performed for the District by independent contractors who retain the right to control the manner and means by which the work is to be performed while the District controls the result. Independent contractors are not employees of the District.

**1010.3** "District" – The District refers to the Rolling Hills Community Services District.

**1010.4** "Employee" – Employee refers to a person who has been employed to serve in a District job position or who is on an authorized leave of absence from such position.

**1010.5** "Committees" – Committees refers to any standard committees of the Board and/or any ad hoc committees as may be deemed necessary or advisable by the Board President or the Board.

## **CONFLICT OF INTEREST CODE FOR ROLLING HILLS COMMUNITY SERVICES DISTRICT**

The Political Reform Act (Government Code Section 81000 et seq.) requires state and local government agencies to adopt and promulgate conflict of interest codes. The Fair Political Practices Commission has adopted a regulation (2 California Code of Regulations Section 18730) that contains the terms of a standard conflict of interest code that can be incorporated by reference in an agency's code. After public notice and hearing it may be amended by the Fair Political Practices Commission to conform to amendments in the Political Reform Act. Therefore, the terms of 2 California Code of Regulations Section 18730 and any amendments to it duly adopted by the Fair Political Practices Commission are hereby incorporated by reference. This regulation and the attached Appendix designating officials and employees and establishing disclosure categories, shall constitute the conflict of interest code of the ROLLING HILLS COMMUNITY SERVICES DISTRICT.

Designated employees shall file statements of economic interests ("Form 700") with the ROLLING HILLS COMMUNITY SERVICES DISTRICT, and the District will make the statements available for public inspection and reproduction. [Government Code Section 81008.] Statements for all designated employees will be retained by the ROLLING HILLS COMMUNITY SERVICES DISTRICT.

## APPENDIX A

### PART I – DESIGNATED EMPLOYEES

<u>Position</u>	<u>Disclosure Category</u>
Board Members	1-5
General Manager	1-5
Consultants	1-5

### PART II – DISCLOSURE CATEGORIES

1. Investments, business positions in any business entity, and sources of income, including gifts, loans and travel payments, from persons or entities which provide services, facilities, materials, supplies, machinery or equipment of the type utilized by the District, including the list specified in Appendix B.
2. All interests in real property located within the jurisdiction of the District and/or within a two mile radius of any property owned by the District.
3. Investments, business positions in any business entity, sources of income, including gifts, loans and travel payments, and interests in real property related to persons or businesses which provide services similar to those provided by the District including, but not limited to acquisition, construction, improvement and maintenance of streets, roads, rights of way, bridges, culverts, drains, curbs, gutters, sidewalks; the provision of park and recreational services; and the regulation of traffic and parking on District streets and rights of way.
4. Investments, business positions in any business entity, sources of income, and/or interests in real property related to business entities or persons who are:
  - a. Owners of interests in real property located within the District; or
  - b. Engaged in the real estate sales and/or development business within the jurisdictional boundaries of the District.
5. Investments and business positions in business entities and sources of income, including gifts, loans and travel payments, from persons or entities which provide financial services of the type utilized by the District, including but not limited to financial institutions and/or

investment vehicles that are of the type in which this District is empowered to invest its funds.

The General Manager of the District may determine in writing that a particular consultant, although a “designated position,” is hired to perform a range of duties that is limited in scope and thus is not required to fully comply with the disclosure requirements described in this section. Such written determination shall include a description of the consultant’s duties and, based upon that description, a statement of the extent of disclosure requirements. Such determination shall be a public record and shall be retained for public inspection in the same manner and locations as this conflict of interest code.

## APPENDIX B

All interests in real property as well as investments and business positions in business entities and income from sources which provide facilities, services, supplies, or equipment of the type utilized by the District, including but not limited to:

- Construction and building materials
- Park maintenance equipment or supplies, playground equipment
- Architectural services
- Construction contractors
- Safety equipment and facilities
- Hardware tools and supplies
- Freight and hauling
- Motor vehicles
- Petroleum products
- Photographic services, supplies and equipment
- Pesticides and herbicides
- Communications equipment
- Electrical equipment
- Computer hardware and software
- Appraisal services
- Printing, reproduction, record keeping, etc.
- Office equipment
- Accounting services
- Real estate agents/brokers and investment firms
- Title companies
- Public utilities
- Insurance companies

Amended: August 21, 2018

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# Rolling Hills Community Services District

## POLICY HANDBOOK

**POLICY TITLE: Public Complaints**

**POLICY NUMBER: 1030**

**1030.1** The Board of Directors desires that public complaints be resolved at the lowest possible administrative level, and that the method for resolution of complaints be logical and systematic.

**1030.2** A public complaint is an allegation by a member of the public of a violation or misinterpretation of a District policy, state, or federal statute of which the individual has been adversely affected.

**1030.3** The method of resolving complaints shall be as follows:

**1030.3.1** The individual with a complaint shall first discuss the matter with the General Manager [or other responsible employee] with the objective of resolving the matter informally.

**1030.3.2** If the individual registering the complaint is not satisfied with the disposition of the complaint by the General Manager [or other responsible employee], it shall be forwarded to the President [or other responsible managing employee]. At the option of the President [or other responsible managing employee], he/she may conduct conferences and take testimony or written documentation in the resolution of the complaint. The President [or other responsible managing employee] shall memorialize his/her decision in writing, with the individual registering the complaint being provided a copy.

**1030.3.3** If the individual filing the complaint is not satisfied with the disposition of the matter by the President [or other responsible managing employee], they may request consideration by the Board of Directors by filing said request in writing within ten (10) days of receiving the President's [or other responsible managing employee's] decision. The Board may consider the matter at its next regular meeting, or call a special meeting. In making a decision, the Board may conduct conferences, hear testimony, as well as utilize the transcripts of written documentation. The Board's final decision shall be memorialized in writing with the individual registering the complaint being provided a copy.

**1030.4** This policy is not intended to prohibit or deter a member of the community or staff member from appearing before the Board to verbally present a testimony, complaint, or statement in regard to actions of the Board, District programs and services, or impending considerations of the Board.

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# Rolling Hills Community Services District

## POLICY HANDBOOK

**POLICY TITLE: Claims against the District**

**POLICY NUMBER: 1040**

The purpose of this policy is to provide direction to District staff for processing and resolving (if possible) account adjustment requests and property damage claims against the District. Inherent in this policy is the recognition that every adjustment request or claim will be unique, and that guidelines cannot be written to accommodate every case. Therefore, staff must use discretion and good sense in handling each claim.

### **1040.1 Property (Land and Improvements) Damage Claims**

In the course of the District's operations – [*list several examples of routine district operations or services*] – damage to land and improvements thereon occasionally occurs due to the proximity of the District's facilities to the private property. When District employees are aware that property has been damaged in the course of their work, restorative measures are to be taken to return the property as close to its original condition as possible.

When a property owner informs a District employee of damage to their property (by telephone or in person), the employee receiving the claim will document in writing the time and date, and a description of the stated circumstances and allegations. Employees should respond to questions, be cordial and respectful, but refrain from commenting on liability questions.

As soon as possible after information about the damage has been received, it shall be given to the appropriate division manager [*replace position title with appropriate position title for your district*]. The division manager, or his/her designee, shall investigate the property owner's allegations

If the owner of damaged property informs a member of the Board of Directors, the information will be given to the General Manager. Directors should not independently investigate claims, but may go with staff to observe.

Investigations shall be done in a timely fashion and documented with a written report, including photographs and/or interviews, when appropriate. A copy of the report shall be submitted to the General Manager.

If the investigating staff person is convinced that the damage was caused by District personnel, equipment, or infrastructure, he/she shall prepare a work order to have the damage repaired, subject to the following conditions:

- (a) Property owner agrees that the proposed repairs are appropriate and adequate;
- (b) Property owner agrees to allow District personnel access to their property to perform the repair work;
- (c) District personnel have the necessary tools, equipment, and expertise to perform the necessary work;
- (d) Repair work can be accomplished within a reasonable amount of time; and,
- (e) Cost of material for the repairs will not exceed \$500.

If the cost of material for repairs is stated by claimant or estimated by staff to exceed \$500, the owner will be asked to submit their claim in writing on a District claim form [*attached hereto as Appendix A*].

The General Manager shall review the damage claim and the proposed repair work. If he/she determines that the damage is the District's responsibility and that the proposed repair work is appropriate, he/she may authorize the work if the cost of material for the repairs will not exceed \$1,500. A report shall be submitted to the Claims Committee [*standing board committee assigned to review claims of this nature*] describing the damage claim, including a description of the manner in which it was resolved.

If the cost of material for repairs is stated by claimant or estimated to exceed \$1,500, the claim will be submitted to the Board. The Board shall review the claim and receive input from staff in closed session [*qualifies as "anticipated litigation" under the Brown Act*]. After reviewing the damage claim, the Board may authorize the work if the cost of material for the repairs will not exceed \$3,000, or may make a recommendation to the Board of Directors. A report shall be submitted to the Board describing the damage claim, including a description of the manner in which it was resolved, or a recommendation for Board action. The claimant shall be notified of any action by the Committee regarding their claim.

If the cost of material for repairs is stated by claimant or estimated to exceed \$3,000, the claim will be submitted to the Board of Directors for its consideration. The Board will consider the claim during a closed session [*"anticipated litigation"*] of a regular or special meeting. Action to accept or reject the claim may be taken in open or closed session. The claimant shall be notified of the Board's action regarding their claim. Notification that a claim has been rejected shall be accompanied by proof of service.

The Board will not consider a claim of an amount in excess of the insurance deductible including the cost of investigation, without prior written approval of the District's insurance company.

Claims in excess of the District's insurance deductible shall be forwarded to the insurance company, and the claimant shall be advised of this action.

Claims for personal injury/wrongful death shall not be investigated by District staff or directors but shall be immediately forwarded to the District's insurance company.

#### **1040.2 Property (Vehicles and Unsecured Property) Damage Claims**

All claims of damage to vehicles or other unsecured property shall be submitted to the General Manager. He/she shall review the damage claim and the requested restitution. If he/she determines that the damage is the District's responsibility, he/she may authorize repairs or reimbursement of expenses to an amount not to exceed \$1,500. A report shall be submitted to the Claims Committee describing the damage claim, including a description of the manner in which it was resolved.

The claim will be processed as described above if the cost of material for repairs is estimated to exceed \$1,500.

#### **1040.3 Property Damage Claims on District Form**

Except for damage to land and improvements estimated to cost less than \$500, all damage claims must be submitted in writing on a District claim form. This will ensure that a claim is valid and protect important rights of the District.

If an individual does not wish to file a claim on the District form, he/she may present the claim by letter if it conforms to Section 910 and Section 910.2, California Government Code. Section 910 specifies that a claim needs to show all of the following:

- (a) The name and post office address of the claimant.
- (b) The post office address to which the person presenting the claim desires notices to be sent.
- (c) The date, place, and other circumstances of the occurrence or transaction which gave rise to the claim asserted.
- (d) A general description of the indebtedness, obligation, injury, damage or loss incurred so far as it may be known as the time of presentation of the claim.
- (e) The name or names of the public employee or employees causing the injury, damage, or loss, if known.

(f) The amount claimed if it totals less than ten thousand dollars (\$10,000) as of the date of presentation of the claim, including the estimated amount of any prospective injury, damage, or loss, insofar as it may be known at the time of the presentation of the claim, together with the basis of computation of the amount claimed. If the amount claimed exceeds ten thousand dollars (\$10,000), no dollar amount shall be included in the claim. However, it shall indicate whether the claim would be a limited civil case.

Section 910.2 of the California Government Code specifies the following:

*The claim shall be signed by the claimant or by some person on his behalf. Claims against local public entities for supplies, materials, equipment or services need not be signed by the claimant or on his behalf if presented on a billhead or invoice regularly used in the conduct of the business of the claimant.*

If the filed letter/claim does not meet the requirements of the California Government Code §910 and §910.2, then a letter shall be sent to the claimant informing them of this fact.

District staff shall provide no assistance to the claimant in filling out the claim form. Claimant must fill out the claim form in its entirety and submit it via mail, FAX, or personal delivery to the District office. Upon receipt, office staff shall date-stamp the document.

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# **Rolling Hills Community Services District**

## **POLICY HANDBOOK**

**POLICY TITLE: Copying Public Documents**

**POLICY NUMBER: 1050**

**1050.1** Individuals requesting copies of public documents shall be charged a reasonable fee based upon the cost to produce the copy (\$1.00 per sheet) to defray expenses associated with the copying process.

**1050.2** Copies of agendas and other writings (except for privileged documents) distributed to a majority of the Board of Directors at open Board meetings shall be made available to the public. A limited quantity of such documents (based on normal audience attendance) shall be copied in advance of each meeting and made available to the public in attendance at no charge. Individuals requesting copies of such documents prior to the Board meeting not be charged.

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# Rolling Hills Community Services District

## POLICY HANDBOOK

**POLICY TITLE: Public Complaints**

**POLICY NUMBER: 1060**

**1060.1** A public complaint is an allegation by a member of the public of a violation or misinterpretation of a District policy, state or federal statute by which the individual has been adversely affected.

**1060.2** The Board of Directors of the Rolling Hills Community Services District desires that public complaints be resolved logically and systematically.

**1060.3** The process for resolving complaints shall be as follows:

**1060.3.1** The citizen with a complaint shall first discuss the matter with the appropriate Division Manager with the objective of resolving the matter informally.

**1060.3.2** If the citizen registering the complaint is not satisfied with the disposition of the complaint by the Division Manager, it shall be forwarded to the General Manager. At the option of the General Manager, he/she may conduct conferences and take testimony or written documentation in the resolution of the complaint. The General Manager's decision shall be memorialized in writing with a copy being provided to the plaintiff.

**1060.3.3** If the citizen filing the complaint is not satisfied with the disposition of the matter by the General Manager, they may request consideration by the Board of Directors by filing said request in writing within ten (10) days of receiving the General Manager's [*or other responsible managing employee's*] decision. The Board may consider the matter at the next regular meeting, or call a special meeting. In making the final decision, the Board may conduct conferences, hear testimony, as well as utilize the transcripts of written documentation. The Board's final decision shall be memorialized in writing with the plaintiff being provided a copy.

**1060.4** This policy in no way prohibits or is intended to deter a member of the community or staff from appearing before the Board to verbally present a testimony, complaint, or statement in regard to actions of the Board, District programs and services, or impending considerations of the Board.

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# **Rolling Hills Community Services District**

## **POLICY HANDBOOK**

**POLICY TITLE: Public Contributions**

**POLICY NUMBER: 1070**

**1070.1** Donations from members of the public to the District for a public purpose that is within the scope of the District's responsibilities will be accepted. The General Manager will provide a receipt for said donation and include the District's tax identification number thereon.

**1070.2** Donations must be clearly marked as such. Deposits by a property owner with a service account will be assumed to be a payment toward their account's unpaid balance, or payment in advance of billing in the event the account does not have an unpaid balance, if the deposit is not clearly marked as a being a donation for a specific public purpose.

**1070.3** By accepting donations, the District is not claiming to be qualified by the Internal Revenue Service as being a charitable organization for which donations may be considered tax deductible. Determination of how donations to the District are to be treated relative to the donor's tax liability is strictly the responsibility of the donor.

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# **Rolling Hills Community Services District**

## **POLICY HANDBOOK**

**POLICY TITLE: Subsidy of Private Enterprise**  
**POLICY NUMBER: 1080**

It is the policy of the Rolling Hills Community Services District that District funds or resources will not be used to subsidize any private enterprise on public lands within the District.



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# **Rolling Hills Community Services District**

## **POLICY HANDBOOK**

**POLICY TITLE: Posting of Non District Signs**  
**POLICY NUMBER: 1090**

**1090.1** "Sign" shall mean all publicly displayed papers, boards, placards or other writings, including but not limited to flyers, bulletins, placards, posters, handbills, leaflets, banners, pamphlets, advertising signs or the like.

**1090.2** "District Property" shall mean all property leased or owned by the Rolling Hills Community Services District, including all facilities and other tangible things (e.g. telephone poles, trees, light poles, walls, signboards, fences, etc.) located within or marking the District's boundaries.

**1090.3** No person shall post any sign on District property. Individuals and organizations wishing to have signs posted on District property must submit their signs for approval by the Board of Directors. Only those signs which conform to the rules and regulations stated herein will be approved and posted.

**1090.4** All signs other than banners must be no larger than 8.5 inches by 11 inches in size.

**1090.5** Only those signs, including banners, related to events concerning the District or taking place on or in District property or facilities will be approved and accepted for posting, subject to space availability.

**1090.6** Approved signs except for banners will be displayed and posted only on official exterior bulletin boards maintained and controlled by the District. Only District personnel are permitted to actually place signs on the bulletin boards. The General Manager or Board of Directors may approve the placement of banners in appropriate locations on District property.

**1090.7** Signs or banners shall be posted for a maximum period of ten (10) days.

**1090.8** All signs shall comply with any applicable state law or local ordinance.

**1090.9** All signs must bear the name and telephone number of the person who obtained approval for the posting of the sign.

**1090.10** Any sign that is posted in an improper place or which fails to conform to state or local legal requirements of which has not been approved by the District or which fails to bear the name and telephone number of the person who obtained approval of the sign may be removed without notice to the person who posted the sign and shall be disposed of without prior notice.

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# **Rolling Hills Community Services District**

## **POLICY HANDBOOK**

**POLICY TITLE: BULLETIN BOARDS AND USAGE**  
**POLICY NUMBER: 1091**

**1091.1** The Rolling Hills Community Services District ("District") has caused to be permanently installed in Stonebriar Park within the Stonebriar neighborhood a bulletin board for District use. Such bulletin board is freely accessible to members of the public. The bulletin board in Stonebriar Park shall serve as the official posting location for all legal notices, Board meeting Agendas, Minutes, and any other official business of the District.

**1091.2** The District has caused two additional bulletin boards to be installed in locations within the District, one placed in the Springfield Meadows neighborhood and one in the Shadow Hills neighborhood. Such bulletin boards are freely accessible to members of the public. Official notices placed on the bulletin board in Stonebriar Park shall also be placed on the bulletin boards located in Springfield Meadows and Shadow Hills.

**1091.3** The materials to be placed on the bulletin boards shall be limited to official business of the District; and official business of the Architectural Control Committees of each neighborhood as may be requested and approved by District management.

**1091.4** Access to the bulletin boards shall be granted to District Board members and District management, including the General Manager and District Board Secretary/Clerk.

Adopted: December 15, 2009