

Resolution # 1a
VIVO RESORTS MASTER ASSOCIATION (CLUB VIVO RESORTS, A.C.)
RIGHTS AND RESPONSIBILITIES FOR A BETTER COMMUNITY
UNDER THE ARTICLE 4 & 16 LAW OF CONDOMINIUM OF OAXACA STATE

NOW, THEREFORE BE IT RESOLVED THAT the following procedures are hereby adopted by the Board of Directors:

Owners (Stakeholders) Have the Right To:

- A responsive and competent community association
- Honest, fair and respectful treatment by community leaders and managers, other Owners, guests, staff (Hospitality, Regimes, Sales, Construction, Development Real Estate Sales) and third-party vendors. Bullying will not be tolerated.
- Participate in governing the community by attending meetings, serving on committees and standing for election
- Access appropriate association books and records
- Prudent expenditure of dues and other assessments
- Live in a community where the property is maintained according to high standards the meet 4 diamond quality standard of AAA.
- Receive all governing documents – if not prior to purchase by a real estate agent then upon joining the Vivo Resorts Association
- Fair and timely treatment by community leaders with regard to dispute resolution and property rights issues

Owners Have the Responsibility to:

- Read and comply with the governing documents of the Association to include Bylaws and Policies.
- Direct concerns to Community management and never directly to direct staff
- Abide by the Leadership Council communication policy
- Refrain from gossip and pejorative remarks including email blasts and instead direct concerns to the proper leadership group, i.e., Hospitality Management, Condo Manager or Board of Directors
- Abide by the adopted communication policy.
- Maintain their property according to high standards and the design guidelines
- Treat community leaders, other Owners, guests and staff with integrity, honesty and respect. Bullying will not be tolerated.
- Vote in community elections
- Pay association assessments on time

- Come forward with concerns and issues in a transparent and constructive manner
- Ensure that guests of their property adhere to all rules and regulations

Association Community Leaders (Board, Committee Members, Management, Sales, Development and Construction) have the Right To:

- Expect owners to meet their financial obligations to the community
- Expect owners and their guests to know and comply with the rules and regulations of the community
- Respectful and honest treatment from owners. Bullying will not be tolerated.
- Conduct meetings and other interactions in a transparent, positive and constructive atmosphere
- Receive support and constructive input from owners
- Personal privacy at home, in email and while at leisure in the community

Association Community Leaders have the Responsibility to:

- Fulfill all the Owner and agreed to obligations
- Fulfill their fiduciary duties to the community and exercise discretion in a manner they reasonably believe to be in the best interests of the community
- Maintain assets under their control in a aesthetically pleasing, well-kept and trash and litter free surrounds.
- Exercise sound business judgment
- Balance the needs and obligations of the community as a whole with those of individual homeowners
- Understand the governing documents and manage the community accordingly
- Boards or Management may establish committees or use other methods available to obtain input from owners
- Boards in concert with Management to facilitate the conduction of open, fair and well publicized elections
- Welcome and educate new members of the community
- Encourage input from the community on issues affecting them and Vivo Resorts as a whole
- Encourage events that foster neighborliness and a sense of community. Conduct business in an open manner when feasible and appropriate
- Collect all monies due from Owners

- Allow homeowners access to appropriate community records, when requested
- Provide a process that owners can use to appeal decisions affecting their concerns and property rights
- Abide by the adopted communication policy.

Note: Bully behavior will not be tolerated across the Vivo organization. This includes Owners, guests of Owners, management, Regime Board members, vendors and employees. Bullying behavior should be reported to a senior management person immediately. Should that not be appropriate, report to a Board member within a Regime or a Leadership Council representative.