



Del Webb Orlando

Board of Directors

Mission, Vision and Guiding Principles

Board Approved Date: 1/22/2021

DWO Mission and Guiding Principles

The initial Resident-elected Del Webb Orlando Homeowner's Association Board of Directors has the responsibility to establish the underlying agreements and principles for the community. The set of agreements and principles includes the following information to guide the Board and community:

- Vision Statement – broad statement that defines where we want to be
- Mission Statement – statement that defines how the vision will be supported
- HOA Guiding Principles – establishes the beliefs and values of the HOA and should support the mission and vision
- Board Member Code of Ethics – ethical standards for HOA leaders
- Rights and Responsibilities for Homeowners and for HOA leaders – Guideposts for all those involved in the community

Vision: To be a welcoming, beautiful community committed to creating a thriving and inspiring lifestyle.

Mission: Continually attract and retain Del Webb Orlando residents through maintaining the high community standards, supporting initiatives that strengthen bonds among residents, and investing in improvements that support the common good.

HOA Guiding Principles

- 1. Promote a sense of community, enhance the livability, safety, welfare and interests of the owners.**
 - Prioritize the health, safety, and security of our residents in decision making
 - Be accessible, open and collaborative with residents
 - Encourage a culture of dignity, respect, and decency
 - Seek to understand the community's needs and wants as we move forward
 - Promote volunteerism and citizenship
 - Act with integrity and transparency
 - Welcome and educate new residents
 - Support community interests with local officials with efforts designed to increase property values and maintain positive relationships across the broader community
- 2. Preserve and enhance property values and the quality of life through the prudent use of resources for the benefit of all who live, visit or work in our Community.**
 - Protect our property values through adherence to existing covenants, implementing revisions to those as needed to maintain the desired community standard
 - Maintain community curb appeal, programming, and resources within budgetary constraints
 - Ensure financial strength and stability,
 - Enable a clear and concise view and input for financial decision making
 - Seek continuous improvements in financial oversight, budgeting, and spending of funds dedicated to the operations of the HOA

3. Provide responsible management and use of community assets that benefits all owners.

- Be attentive to and find acceptable solutions to the issues that will confront us
- Secure and maintain programs and facilities that support the needs of the community
- Ensure strategic thought to serve both today and the future needs of the community
- Rely on an extraordinary property management company for day to day operations
- Encourage input from residents on issues affecting them personally and the community as a whole
- Be committed and be present in active discussion and decision making

4. Provide continued positive development of the community through adherence to the State of Florida laws, HOA covenants, bylaws, rules and regulations and design guidelines for the benefit of the property and the owners.

- Ensure consistency in direction and decision making by creating sustainable policies and procedures using best practice models
- Act within fiduciary duty for the good of the whole HOA, rather than for individuals, with sound judgement, and within the law
- Ensure confidentiality when necessary to maintain ethical standards
- Speak with one voice once decisions are made



Model Code of Ethics for Community Association Board Members

The Del Webb Orlando Board of Directors has adopted the CAI Model Code of Ethics for Community Association Board Members to encourage the thoughtful consideration of ethical standards for community leaders. The model code is not meant to address every potential ethical dilemma but is offered as a basic framework that can be modified and adopted by any common-interest community.

Board members should:

1. Strive at all times to serve the best interests of the association as a whole regardless of their personal interests.
2. Use sound judgment to make the best possible business decisions for the association, taking into consideration all available information, circumstances and resources.
3. Act within the boundaries of their authority as defined by law and the governing documents of the association.
4. Provide opportunities for residents to comment on decisions facing the association.
5. Perform their duties without bias for or against any individual or group of owners or non-owner residents.
6. Disclose personal or professional relationships with any company or individual who has or is seeking to have a business relationship with the association.
7. Conduct open, fair and well-publicized elections.
8. Always speak with one voice, supporting all duly adopted board decisions—even if the board member was in the minority regarding actions that may not have obtained unanimous consent.

Board members should not:

1. Reveal confidential information provided by contractors or share information with those bidding for association contracts unless specifically authorized by the board.
2. Make unauthorized promises to a contractor or bidder.
3. Advocate or support any action or activity that violates a law or regulatory requirement.
4. Use their positions or decision-making authority for personal gain or to seek advantage over another owner or non-owner resident.
5. Spend unauthorized association funds for their own personal use or benefit.
6. Accept any gifts of any value in their role as a Board member—directly or indirectly—from owners, residents, contractors or suppliers.
7. Misrepresent known facts in any issue involving association business.
8. Divulge personal information about any association owner, resident or employee that was obtained in the performance of board duties.
9. Make personal attacks on colleagues, staff or residents.
10. Harass, threaten or attempt through any means to control or instill fear in any board member, owner, resident, employee or contractor.
11. Reveal to any owner, resident or other third party the discussions, decisions and comments made at any meeting of the board properly closed or held in executive session

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Rights and Responsibilities for Better Communities

Principles for Homeowners and Community Leaders

More than a destination at the end of the day, a community is a place people want to call home and where they feel at home. This goal is best achieved when homeowners, non-owner residents and association leaders recognize and accept their rights and responsibilities. This entails striking a reasonable balance between the preferences of individual homeowners and the best interests of the community as a whole. It is with this challenge in mind that Community Associations Institute (CAI) developed Rights and Responsibilities for Better Communities.

Rights and Responsibilities can serve as an important guidepost for all those involved in the community, board and committee members, community managers, homeowners and non-owner residents.

Homeowners Have the Right To:

- ❖ A responsive and competent community association.
- ❖ Honest, fair and respectful treatment by community leaders and managers.
- ❖ Participate in governing the community association by attending meetings, serving on committees and standing for election.
- ❖ Access appropriate association books and records.
- ❖ Prudent expenditure of fees and other assessments.
- ❖ Live in a community where the property is maintained according to established standards.
- ❖ Fair treatment regarding financial and other association obligations, including the opportunity to discuss payment plans and options with the association before foreclosure is initiated.
- ❖ Receive all documents that address rules and regulations governing the community association—if not prior to purchase and settlement by a real estate agent or attorney, then upon joining the community.
- ❖ Appeal to appropriate community leaders those decisions affecting non-routine financial responsibilities or property rights.

Homeowners Have the Responsibility To:

- ❖ Read and comply with the governing documents of the community.
- ❖ Maintain their property according to established standards.
- ❖ Treat association leaders honestly and with respect.
- ❖ Vote in community elections and on other issues.
- ❖ Pay association assessments and charges on time.
- ❖ Contact association leaders or managers, if necessary, to discuss financial obligations and alternative payment arrangements.
- ❖ Request reconsideration of material decisions that personally affect them.
- ❖ Provide current contact information to association leaders or managers to help ensure they receive information from the community.
- ❖ Ensure that those who reside on their property (e.g., tenants, relatives, and friends) adhere to all rules and regulations.

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Community Leaders include Board Members, Committee Chairs, Committee Members and Club Officers. All rights and responsibilities may not apply to all Committees and Clubs.

Community Leaders Have the Right To:

- ❖ Expect owners and non-owner residents to meet their financial obligations to the community.
- ❖ Expect residents to know and comply with the rules and regulations of the community and to stay informed by reading materials provided by the association.
- ❖ Respectful and honest treatment from residents.
- ❖ Conduct meetings in a positive and constructive atmosphere.
- ❖ Receive support and constructive input from owners and non-owner residents.
- ❖ Personal privacy at home and during leisure time in the community.
- ❖ Take advantage of educational opportunities (e.g., publications, training workshops) that are directly related to their responsibilities, and as approved by the association.

Community Leaders Have the Responsibility To:

- ❖ 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.
- ❖ Exercise sound business judgment and follow established management practices.
- ❖ Balance the needs and obligations of the community as a whole with those of individual homeowners and residents.
- ❖ Understand the association's governing documents and become educated with respect to applicable state and local laws, and to manage the community association accordingly.
- ❖ Establish committees or use other methods to obtain input from owners and non-owner residents.
- ❖ Conduct open, fair and well-publicized elections.
- ❖ Welcome and educate new members of the community—owners and non-owner residents alike.
- ❖ Encourage input from residents on issues affecting them personally and the community as a whole.
- ❖ Encourage events that foster neighborliness and a sense of community.
- ❖ Conduct business in a transparent manner when feasible and appropriate.
- ❖ Allow homeowners access to appropriate community records, when requested.
- ❖ Collect all monies due from owners and non-owner residents.
- ❖ Devise appropriate and reasonable arrangements, when needed and as feasible, to facilitate the ability of individual homeowners to meet their financial obligations to the community.
- ❖ Provide a process residents can use to appeal decisions affecting their non-routine financial responsibilities or property rights—where permitted by law and the association's governing documents.
- ❖ Initiate foreclosure proceedings only as a measure of last resort.
- ❖ Make covenants, conditions and restrictions as understandable as possible, adding clarifying "lay" language or supplementary materials when drafting or revising the documents.
- ❖ Provide complete and timely disclosure of personal and financial conflicts of interest related to the actions of community leaders, e.g., officers, the board and committees.