

**Date: October 7, 2025**

**To: Board of Directors**

**From: Tiffany Cribbs, Director of Community Services**

**RE: Rule Approval – Remove Member Services Section**

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**Background**

The Member Services section of the Rules & Regulations provides internal procedures and service guidelines related to guest access, registration, permits, ID cards, and related processes. These items are procedural in nature and are not associated with fines or enforceable violations. All relevant provisions are already covered through departmental procedures, existing forms, and supporting policies, which are posted on the Canyon Lake POA website and shared through the regular communication platforms on a regular basis.

To keep the Rules & Regulations focused on enforceable community standards, the Member Services section is recommended for removal. Services will continue to be governed through existing forms, departmental guidelines, and policies already in place.

These rule changes were presented to the Board and approved as a 28 Day Reading at the September Regular Session Board Meeting.

**Fiscal Impact**

There is no fiscal impact associated with this change

**Recommendation**

It is recommended that the Board of Directors approve removing the Member Services from the Rules & Regulations.



Director of Community Services

## ***Section Proposed for Removal:***

# **MEMBER SERVICES (MS)**

## **SECTION I - INTRODUCTION**

Member Services is a team of associates committed to providing excellent customer service to property owners and assisting them with their inquiries and needs. Responsibilities of Member Services include:

- Annual Golf
- Boat Registration
- Contractor Passes
- Garage Sale Permits
- Golf Cart Registration
- Guest Call-Ins
- Guest Fishing Permits
- Lessees / Renters
- Perimeter Gate Access
- Photo ID / Membership Cards
- Pre-Printed Passes
- Special Events Lists
- Transmitters for Fairway Estates
- Vehicle Decals

For additional information about Member Services, refer to the CLPOA website.

## **SECTION II - MEMBER SERVICES GUIDELINES**

These guidelines have been provided for convenience in an effort to expedite and make processes more efficient.

### **MS.2.1 Bring CLPOA Membership Card / Picture ID**

It is helpful to bring / present your CLPOA Membership Card or valid form of picture ID.

### **MS.2.2 No Cash Accepted**

Payment of fees, fines and / or charges may be made by check or credit card. No cash.

### **MS.2.3 Maintain / Update Current Contact Information**

Make sure CLPOA has the most current contact information on file. If there are any changes, go on-line to the CLPOA web site and complete the CLPOA Contact Information Update form or complete the form through Member Services.

## **MS.2.4 Fax Documents**

Various forms are available on-line on the CLPOA web site or through Member Services. Forms and other fax documents will be accepted provided that they are accompanied by a copy of the CLPOA Membership card or other valid form of picture ID for verification purposes.

## **SECTION III - PROCEDURE FOR GUEST CALL-INS, PRE-PRINTED PASSES AND PERMANENT GUEST LISTS**

These procedures have been established by CLPOA for guest call-ins, pre-printed passes and / or permanent guest lists. Member Services is available to assist members with this during normal business hours.

### **MS.3.1 Guest Call-Ins**

Requirements that must be met for guest call-ins are as follows:

- Member must provide their address and appropriate pass code to authorize the guest for entry.
- Member must identify individual as guest or service provider.
- Member must provide first and last name of the guest and / or the name of the company.
- Maximum ten (10) guests per day per lot and tract.
- Guests must have proper identification (current driver's license) at all times.

Any resident expecting more than ten (10) guests on a given day must submit a list of their names, first and last in alphabetical order to the CLPOA. [For additional information, refer to Section VI - Policy for Access Control, paragraph GR.6.1 under General Rules and Regulations (GR).]

### **MS.3.2 Pre-Printed Passes for Guests / Party Lists**

A valid member in good standing may obtain pre-printed passes for guest / party lists, special events and holidays through Member Services by providing appropriate identification. Member must complete the Special Event Guest Form or submit a list at the Member Services counter that includes the following information:

- Member name.
- Contact phone number.
- Tract and lot.
- Date(s) of event.
- First and last name of each driver.
- Guests must have proper identification (current driver's license) at all times.

Pre-printed passes may be picked up in "will-call" at the Member Services counter or mailed directly to the member. Pre-printed passes require a minimum of seventy-two (72) hours notice. The form or list must be received twenty-four (24) hours prior to start of event; otherwise, an expedite fee will be charged. NOTE: During holidays and in the course of special events, Members are encouraged to request pre-printed guest passes for parties larger than ten (10). [For additional information refer to Section VI - Policy for Access Control, paragraph GR.6.1 under General Rules and Regulations (GR).]

### **MS.3.3 Permanent Guest List**

A permanent guest list is available for members to list additional guests on a permanent basis through Member Services by providing appropriate identification. A valid member in good standing may add or delete a guest by submitting a completed Permanent Guest List (Add / Delete Form). Requirements that must be met for the permanent guest lists are as follows:

- Only six (6) permanent guests can be associated with a single tract and lot at any given time.
- Member must complete and sign form providing the name of guest to add or delete.
- Guests must have proper identification (current driver's license) at all times.

Be sure to notify CLPOA if there are any changes. [For additional information, refer to Section VI - Policy for Access Control, paragraph GR.6.4 under General Rules and Regulations (GR).]

## **SECTION IV - PROCEDURE FOR PERMITS REQUIRED BY CLPOA**

Member Services is available during normal business hours to assist property owners with obtaining necessary permits as required by CLPOA.

### **MS.4.1 Garage Sales Permits**

In general, a permit to hold a garage sale is required by CLPOA. Requirements that must be met are as follows.

- Member must be in good standing and valid member.
- Member must provide proper identification.
- Member is allowed to have three (3) garage sales per year.
- Member must complete the Permit Form.
- Required fee must be paid.

[For criteria and additional information on "Garage Sale Permits", refer to Section IV - Rules and Regulations for Permits and Signs, paragraph GR.4.2 under General Rules and Regulations (GR).]

## **SECTION V - PROCEDURE FOR REGISTRATION**

Member Services is available during normal business hours to assist property owners with registration renewal as required by CLPOA.

### **MS.5.1 Vehicle Registration**

Requirements that must be met for vehicle registration are as follows:

- Proper documentation must be provided including the current registration which must be registered to a valid member.

The vehicle sticker will expire one (1) month following the vehicle's current registration. [For additional information on "Vehicle Stickers", refer to Section VI - Policy for Access Control,

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paragraph GR.6.8 under General Rules and Regulations (GR).]

### **MS.5.2 Golf Cart Registration**

Requirements that must be met for golf cart registration are as follows:

- Member must be in good standing and valid member.
- Proper documentation must be provided including the current registration which must be registered to a valid member or lessee with golf cart privileges plus proof of insurance with appropriate coverage.

Golf cart decals will be issued based on the golf cart's insurance policy expiration date. [For additional information on "Golf Cart Registration / Operation", refer to Section V - Rules for Motor Vehicles, paragraph GR.5.6 under General Rules and Regulations (GR).]

### **MS.5.3 Boat Registration**

Registration stickers will be issued each fiscal year as required on an annual registration basis.

Requirements that must be met for boat registration are as follows:

- Member must be in good standing and valid member.
- Proper documentation must be provided including the current registration which must be registered to a valid member or lessee with boating rights plus proof of insurance with appropriate coverage.
- Required fee must be paid.

The Prime Member is responsible for the return of all non-expired vehicle and boat decals issued to him, household members, renters and / or lessees upon the sale of the property or the termination of a rental or lease agreement. There is a charge for each such item not returned. [For additional information, refer to Section II - Lake & Marina Rules and Regulations for Registration under Lake and Marina (LM).]

## **VI - PROCEDURE FOR MEMBERSHIP / ACCESS ID CARDS**

Membership cards are required for access and identification within CLPOA. Members may obtain an access / ID card through the Member Services Department. Requirements that must be met are as follows:

- Member must provide proper identification (i.e. driver's license or other form of picture ID). NOTE: Minors under eighteen (18) years without a driver's license or other form of picture ID must be accompanied by an adult member.
- Access cards are non-transferrable.

The Prime Member is responsible for the return of all non-expired access ID issued to him, household members, renters and / or lessees upon the sale of the property or the termination of a rental or lease agreement. There is a charge for each such item not returned. [For additional information, refer to Section VI - Policy for Access Control under General Rules and Regulations (GR).]

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## VII - PROCEDURE FOR LESSEES AND RENTERS OR APPOINTMENT OF PROPERTY MANAGER

Whenever a property owner decides to lease, rent or appoint a property manager to their property, Member Services is available to assist with this process. Requirements that must be met by the prime member are as follows:

- Member must provide proper identification and documentation.
- Only one (1) lease or rental agreement will be accepted per property.
- A Lease Authorization Form must be completed and signed. The prime member is required to indicate whether they are relinquishing all recreational privileges including boating rights, dock slip rentals, equestrian boarding, and permanent guest privileges to the lessee NOTE: A lessee is eligible for privileges with a minimum one (1) year lease only.
- When applicable, the signature and name of the Property Manager must be provided on the Lease Authorization Form. Additionally, an Appointment of Property Manager(s) / Owner's Agent(s) Form must also be completed, signed and on file with CLPOA.
- Required fee must be paid.

The prime member is responsible for the actions of his / her tenants and the tenants' family Members and guests as well as for any fines. [For additional information, refer to Section III - Rules and Regulations for Membership under General Rules and Regulations (GR).]

## VIII - PROCEDURE FOR PERIMETER GATE ACCESS

Member Services is available to assist property owners requesting perimeter gate access privileges. This perimeter gate access pertains to Trigger Gate (Jump Lagoon), North Ski Gate and Equestrian Center. Requirements that must be met for perimeter gate access are as follows:

- Member must be in good standing and valid member.
- Member must provide proper identification.
- Member must complete and sign required application (e.g. Request to Use Jump Lagoon Access Gate, Request to Use N. Ski Gate Access Gate or Request to Use Little Pony Access Gate, as applicable).
- Member must provide required gate key deposit.

Use of the gate is a privilege not a right. Each Member to whom the gate key is entrusted is responsible for the same and agrees not to turn the key over to any other person. Duplication of gate key is prohibited. [For additional information on "Perimeter Gate Access, refer to Section VI - Policy for Access Control, paragraph GR.6.12 under General Rules and Regulations (GR).]