

2023

Board Policies and Guidelines



**Desert Cove Homeowners
Association**

1/11/2023

Board Policies and Guidelines

Purpose:

The purpose of this manual is to consolidate the decisions made by the DCHA board and members over the years that impact and/or assist in the decision making of the Desert Cove Homeowners Association Board of Directors. This manual provides a summary of the decision with a reference the more detailed document.

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Board Governance

- The DCHA Board is governed by the Societies Act of the Province of British Columbia.
- Any changes to the Constitution and/or Bylaws require a 'special resolution' to be passed by the membership. These changes are filed yearly by the Treasurer.
- The Officers (President, Vice President, Treasurer, and Secretary) basic responsibilities are defined in the Society's Bylaws. Other Duties and Responsibilities may change, depending on DCHA's needs and Directors' skills.
- This Society is funded primarily by its members to carry on activities for the benefit of its members.
- All business conducted for the Society must follow Roberts Rules of Order.

More detailed information:	DCHA Constitution and Bylaws
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General and Annual General Meeting Process

- A general meeting of the total membership occurs in April.
- An annual general meeting of the total membership occurs in September.
- Members must be in good standing to attend the meeting.
- A quorum is required which is five percent (5%) or greater of current voting members.
- Voting of the membership can be executed by:
 - Voting in person by attendance at the meeting.
 - Voting on-line (DCHA website).
 - Voting by proxy (giving someone else the power to vote on your behalf).
 - Proxies can be submitted by paper or email prior to the meeting.
- Elections for board positions are held at the Annual General Meeting.
 - Nominations are required in advance of the election. Nominations are communicated at the time the agenda and voting options are distributed. This gives members the opportunity to vote for the nominee on line.
 - The nominees are required to:
 - Affirm that they are qualified for the role, based on their skills and the requirements as outlined in the bylaws.
 - Accept the nomination in writing.
 - Provide a biography for the general membership to review.
 - Be present at the Annual General Meeting.

More detailed information:	DCHA Bylaws
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Board Meeting Process

- The board meets monthly at a predetermined day and time. Meetings are not typically held in July and December.
- The board can schedule their meetings as they see fit for the dispatch of business.
- A quorum is required for the meeting to occur which is fifty percent (50%) plus 1 of the current directors in office.

More detailed information:	DCHA Bylaws
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Board Responsibilities

- A director must be present to perform their duties and be in attendance at 75% of the regular scheduled meetings.
- Resignations by board members, prior to the end of their term, are required to be submitted in writing and maintained in Board Records.
- A board member's standard term expires/begins after the Annual General Meeting has been adjourned.

More detailed information:

DCHA Roles, Bylaws and BC Society Act

Financial Accountability

- Fiscal year is September 1st to August 31st.
- All expenses to be reimbursed from the DCHA require receipts and a detailed expense voucher completed.
- All monies received by the DCHA require a receipt and/or financial statement with detail. (i.e., tickets sales require number of tickets sold, members' dues require name and amount)
- The officers of the DCHA have signing authority on all DCHA accounts (President, Vice President, Treasurer and Secretary).
- A board member is required to review the financials prior to the publishing of the AGM/GM reports.
- Although all purchases should be pre-approved by the Board, if required, the Treasurer can issue reimbursements of up to \$100.00 (one hundred dollars) without board approval. Some exceptions have been pre-approved:
 - expenses related to office/administration (i.e., website costs, ink, paper, insurance, gaming etc...) and repair and/or replacement of emergency equipment and kitchen supplies
 - There are unusual situations on occasion, where a purchase may need to be made in a timely manner and contacting the full board for approval is not possible. In these situations, it is appropriate to contact the President for approval, who will in turn notify the Treasurer that the expense has been authorized.

More detailed information:

Treasurer Procedures, Board motions Feb 16, 2022

Board Spending Limits

The DCHA Board is authorized to spend up to \$5,000 (five thousand dollars) per each single project during a fiscal year on improvements or repair to any of its recreational equipment or supplies by a majority vote of the Directors at any Executive meeting. The improvement or repair must be for the benefit of the members. Any single amount over \$5,000 must be approved by a majority of the members at either the September Annual General Meeting or the April General Meeting or a Special Meeting prior to initiating said project.

More detailed information:

Special Resolution General Meeting April 26, 2021

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Board Liability and Insurance

- All non-profit organizations are required to purchase Directors and Officers Liability Insurance to protect the actions and decisions of board. This insurance provides protection for Fiduciary (Financial) and Business-related decisions the board may make in the performance of their duties.
- Insurance is also required to protect the assets of the association. Asset Insurance provides protection for property damage and bodily injury which may occur in the use of those assets.
- Assets are valued at 'replacement value'.

Conflict of Interest

Board members are limited to one person per household at any given time to ensure financial protection for the Association as well as unbiased representation of the membership.

When considering the procurement of assets or services, Board members are required to identify if there is a possibility of personal gain from the procurement.

More detailed information:

DCHA Bylaws

DCHA Keys

The Treasurer maintains an inventory of keys and who they are assigned to. The Treasurer distributes the keys and ensures they are returned when a member leaves the board.

	Issued to	Number of Keys
DCHA Mailbox	Secretary, Treasurer	2
Wooden Box voting/membership	Secretary, Treasurer	2
Tall Filing Cabinet (storage room)	Secretary, Treasurer	2
Filing Cabinet (storage room)	Secretary, Treasurer, Welcome	3
Filing Cabinet (Treasurer)	Secretary, Treasurer	2
Rec Ctr Storage room	All board members, DC Admin	12
Library	Librarian, Treasurer	2

DCHA Assets

The Treasurer maintains a list (electronic copy) of all DCHA assets. The list is updated with any disposals and/or new assets on an on-going basis.

A full inventory of assets is conducted every two years (even years), and the list is updated with additional disposals, replacements and new purchases. The inventory report is presented to the board for approval prior to any purchases.

The purchase of major DCHA assets should be included in the yearly planning cycle and presented to the membership at the yearly General Meeting.

Financial Accountability for Desert Cove Events

Any event organized in Desert Cove by or for members, which involves money exchanged (i.e.; entry fee, sales, fund raising) requires a board member to be present and a financial accounting to be provided to the Treasurer within two weeks after the

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event occurs. The Treasurer will in turn include the event with the Treasurers Report to ensure full financial visibility to members.

The DCHA's objective is that sufficient funds be raised at each event to cover expenses incurred, at minimum.

<i>More detailed information:</i>

<i>Directors Duties and Responsibilities, Social Director Procedures</i>
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Gaming Licence

For an activity to be considered gaming, the following three elements must be present:

1. Players must pay or exchange something of value to be eligible to participate;
2. Prize includes awarding money or anything of value;
3. The outcome is by chance; means the outcome is not pre-determined or determined solely by skill.

A licence is required for any 'game' where any or all of the funds raised are used for the benefit of anything other than the game participants.

A licence is not required if 100% of the proceeds are returned to the participants and/or are used to fund that same activity.

The Treasurer will obtain a gaming licence every several months for 50/50 draws which will be used as a fund raiser for the DCHA. Gross amount not to exceed \$5000.00 (five thousand dollars) per licence and/or \$20,000.00 (twenty thousand dollars) per year.

50% of the proceeds must be distributed to the participant(s) and 50% to the DCHA.

The goal is to sell tickets at as many events as possible.

If the total amount to be distributed to participants is \$100 (one hundred dollars) or more, the prize amount will be divided into 3 prizes. 50% for first prize, 25% for second and 25% for third prize.

50/50 draws must be overseen by a board member and at least one other volunteer.

That board member and volunteer cannot participate in the draw. Contact information, ticket number and signatures of winners are required.

Share the pot draws do not require a gaming licence if all proceeds are returned to the participants.

<i>More detailed information:</i>

https://www2.gov.bc.ca/assets/gov/sports-recreation-arts-and-culture/gambling/licences/rules-licensed-charitable-gaming.pdf

Prizes, Raffles and 50/50 sales

Selling tickets for prize raffles will not be the DCHA's standard practice, as a special gaming licence is required.

Prizes can be given to attendees without a licence if it is a door prize (i.e.; as part of an entrance ticket), a competition (i.e.; Bocce, Golf Tournament, Chili Cook Off, etc.), or other methods where no money is exchanged for a chance at winning that prize.

Distributing prizes at events will only be considered for special occasion events such as Christmas, Volunteer Appreciation, New Years, Pup Strut (dog donations) etc...

The selling of 50/50 tickets is one of the DCHA's main revenue sources and should be sold at most social events. Outdoor events (i.e., Show and Shine, Pup Strut, Weekly Bocce) are not required to sell 50/50s.

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Recreation Centre

The Recreation Centre is owned by Desert Cove Management; however, the use of the centre is managed by the DCHA. The Social Director is responsible for all hall bookings and overseeing all events and event coordinators. With the exception of New Years, all events should end by midnight. With the exception of Christmas Dinner, clean-up is immediately after the event occurs.

The Recreation Centre Director is responsible to oversee the general condition of DCHA assets in the centre.

Hall Rental

The Recreation Centre Hall is available for use by all Desert Cove Homeowners.

- If there is capacity at a special event, and approved by the DCHA, Residents can invite a guest to that event.

The Recreation Center Hall is available for **rental** by Desert Cove Homeowners for private functions (by invitation only) and can include non-residents. The request will be approved on a case-by-case basis by DC Admin.

- **Note:** No rental fee is charged if a private function is:
 - A Desert Cove Resident memorial, birthday and/or going away event.
- **Note:** No rental fee is charged if a private function is:
 - Desert Cove Residents ONLY,
 - The DCHA event schedule has been published and the hall is available, and,
 - The function is booked *no more than 45 days* in advance.
 - *A Celebration of Life will take precedence over this type of event.*
- The cost of rental is \$175.00. It is payable to DC Admin. Admin will receive the funds and will provide the DCHA 20% of the proceeds.
- A damage deposit of \$500.00 (five hundred dollars) is required in advance and payable to Desert Cove Estates Ltd.
- The swimming pool, billiard room, fitness centre and library shall be deemed off-limits during all private functions. Other Residents can still use the pool during a private function.
- A Special Event permit is required for the event and if alcohol is available, a liquor licence must be purchased by the renter.
- The DCHA has the responsibility for booking events in the hall and will verify dates available for booking of private functions. The DCHA will communicate to Residents the date and times when the hall will be unavailable.
- The DCHA performs a walk-through of the hall with the renter after the private function and notifies DC Admin if the deposit is to be returned.

More detailed information:

DCHA & Administration Hall Rental Agreement, Rental Regulations

Use of the Recreation Centre: Vendors

- The primary purpose of the Recreation Centre is to provide a place where Desert Cove residents can gather and enjoy social and physical activities together.
- It also intended to provide a space for residents to meet about topics of importance to them. For example; Fire extinguisher presentations, First Aid, Food Safe, Health related topics, DCHA meetings, etc...
- **The Recreation Center is not intended to be used as a place for vendors to sell products, nor will it be rented for that purpose.**

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- A vendor *can* be used by a Coordinator who is providing an activity or event for Desert Cove Residents (i.e., dance band, catered meal, instructor for a class, wine tasting, etc.).
- Where an outside vendor is used, no individual resident (other than the DCHA) will profit from the use of that vendor.
- At an event where all Desert Cove Residents are invited to sell their products (i.e.; Garage sale). Vendors who are not Desert Cove residents are not allowed to participate, however, a resident can sell these products (not exclusively, but in addition to their other goods) **at their residence** if they wish, during these events.
- On occasion, and with approval from DC Administration, a fund raiser for a charitable cause can be held in the Recreation Centre.
- Soliciting is not permitted in Desert Cove.

Desert Cove Shuttle

The Desert Cove shuttle is owned and maintained by Desert Cove Management and is for the use of Residents. The booking of the shuttle is managed by the DCHA Social Director.

Membership

- Desert Cove Administration informs the Data Management Director of all changes to residents (Move ins, move outs, death etc...).
- The Welcome Director schedules visits with all new residents to welcome them to the Cove and provide them with important information about living in our community. The Welcome Director also collects the one-time DCHA Membership fee for those residents who wish to join.
- Membership fees are currently at \$25 (twenty-five dollars). Yearly dues of \$10 (ten dollars) are required to maintain a current membership.
- Yearly dues are not collected for the fiscal year in which the resident becomes a member.

Ticket Sales

- Members of the DCHA can join any DCHA sponsored activities and events. Events where an entry fee is required, members will be given first priority to attend.
- A list of current members will be provided to ticket sellers by the Data Management Director.
- If there is capacity, tickets will be available for non-members. Non-members will be required to pay a higher fee than members. If a member wishes to purchase tickets for a non-member, they will need to wait if/when these are available.
 - However, if the DCHA has been made aware, an exception will be made where a long standing 'single' member has a 'significant other' who is not a resident of Desert Cove. That member will be allowed to purchase a ticket for their significant other (at non-member price) during member only sales.
- Non-residents cannot purchase tickets for an event. If guests are allowed at an event, resident must purchase the ticket.
- One family unit can purchase tickets for one other family unit (maximum 4 tickets).

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Membership Definitions

Non-Member

- A homeowner who resides in Desert Cove and has not joined the DCHA. They have not paid initial membership fee, and do not pay yearly dues.
- Non-members are not eligible to be elected, vote or attend DCHA meetings.
- Short-term or seasonal tenants (under one year) are not eligible to become members of the DCHA. No fees or dues will to be collected.
- Non-members can participate in any and all activities providing there is capacity, but will pay non-member price at DCHA events where a fee is required.

Non-Active Member

- A homeowner who resides in Desert Cove, who has paid initial membership fee, but are not up-to-date on payment of yearly dues.
- Member status will change to non-active after the August 31st deadline if dues are outstanding and Members will be provided a reminder call. Outstanding dues will be accepted up to and including December 31st of the current year. If dues remain outstanding, the member will remain in non-active status until dues are being received for the following year (August 1st).
- Non-active members are not eligible to be elected, vote or attend DCHA meetings.
- Non-active members can participate in any and all activities providing there is capacity, but will pay **non-member** price at DCHA events where a fee is required.

Non-Voting Member

- A long term (one year or more) tenant of Desert Cove, or homeowner who does not reside here, is not eligible to become a voting member. They do not pay initial membership fee; however, they have paid yearly dues.
- Non-voting members are not eligible to be elected, vote or attend DCHA meetings.
- Non-voting members can participate in any and all activities, and will pay member price at DCHA events where a fee is required.
- If a non-voting member ceases to pay yearly dues, they become a non-active.

Voting Member

- A homeowner who resides in Desert Cove, who has paid initial membership fee, and are up-to-date on payment of yearly dues.
- Voting members are eligible to be elected, vote and attend DCHA meetings.
- Voting members can participate in any and all activities, and will pay member price at DCHA events where a fee is required.

<i>More detailed information:</i>	<i>DCHA Bylaws</i>
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Charitable Donations

Membership revenues will be used for the benefit of members and not for charitable donations. However, special events can be held for the specific purpose of raising money for charity. These events must be able to cover expenses incurred.

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Bottle Recycling for VJH

Desert Cove residents can drop off all refundable bottles and cans at the recreation center and the DCHA will sort and return them, with all proceeds donated to the Vernon Jubilee Hospital (minus expenses).

A monthly per diem of \$100.00 (fifty dollars) is provided for gas expense.

Memorial Recognition

If a current Desert Cove Resident passes away, the DCHA Secretary will send a sympathy card to the family. The notice of passing will also be posted on the website for the current year.

Emergency Contacts and First Responders Training

The DCHA maintains an Emergency Contact List for Desert Cove Residents. All volunteers on the list are certified in basic first aid. This certification is approved by and funded by the DCHA up to a maximum of 10 people. Volunteers from different households are preferred.

An emergency kit is also provided for volunteers with basic supplies as well as emergency reference information. AN AED unit and Blood Pressure Monitor is maintained at the Recreation Center.

Approximately every 6 months an emergency simulation is conducted with the volunteers to provide coaching and practice.

Flu Vaccine

The DCHA organizes a Flu Vaccine Clinic in the Recreation Centre, in the fall of every year. This is arranged through Safeway Pharmacy.

<i>More detailed information:</i>	<i>Board Motions, Flu Clinic Procedures</i>
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Blood Pressure Clinic

The DCHA owns a Blood Pressure machine and organizes a Blood Pressure Clinic in the Recreation Centre once a month for all residents.

Food Safe Requirements

All events open to Desert Cove Residents, where food is being served, will require an individual with a valid Food Safe Certificate, be present at the event. The DCHA will reimburse members wishing to volunteer for these events, to obtain a Food Safe Certificate, up to a maximum of 10 people.

Use of DCHA Equipment

DCHA members can borrow DCHA owned items for a period of 7 days. A sign-up sheet is posted in the hall by the kitchen. The Recreation Centre Director will periodically monitor the sign-up sheet to ensure items are returned. Tables and chairs are owned by management should not be removed without Desert Cove Administration approval.

<i>More detailed information:</i>	<i>Board Policies</i>
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Representing Members Concerns/Issues

The DCHA board is not the voice of the membership in any concerns/issues related to the management of Desert Cove. Nor is the DCHA the voice of management. The board can however, act as a 'collector' of concerns for the membership as a whole and present a summary of these concerns to management for response;

- Only if the issue/concern relates to the safety of Desert Cove Residents
- Only on the request of the majority of members

Dealing with Individual Members Concerns/Issues

Individual issues/concerns/questions will be forwarded to the appropriate director to respond. If the topic is related to DC management, it will be referred to the office. If a director feels the issues/concerns/question is difficult to respond to or warrants a discussion, it can be brought to a board meeting to discuss or to another board member if it is time sensitive. In order for all board members to be aware of individual issues/concerns/questions, directors will include these in their monthly board reports or by email.

Information Management

- The Secretary maintains a paper copy of all DCHA records required by the Society Act (See records requirements below) in the locked filing cabinet in the Recreation Centre storage room.
- The Treasurer maintains all paper financial records for the current fiscal year. Financial records from previous years are kept in the locked filing cabinet in the Recreation Centre storage room.
- The Data Management Director maintains the master electronic copy of all documents for the DCHA. These documents are stored on the google drive, with a monthly back-up stored on the DCHA computer.
- The Data Management Director also maintains the 'master list' of all passwords required by the board (i.e., emails, master resident's database, society submissions, gaming licence, etc...)
- All directors have 'read' access to the google drive through their Gmail account. The Data Management Director, Secretary and President have 'edit' access. Directors can request access to a master document if revisions are required.
- The DCHA website (Board page) is a mirror of the google drive file structure but contains only those files that are commonly used by board members.
- All electronic documents created and/or updated for each role, must be submitted to the Data Management Director.

Records Requirement

The Societies Act of the Province of British Columbia requires the DCHA to update and retain the following records:

- certificate of incorporation
- constitution and bylaws
- statement of directors and registered officers and contact information
- written consent of directors and registered officers' election and/or resignation
- register of members
- meeting minutes (including all special resolutions) and attendance
- financial statements and accounting records (receipts and disbursements)

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Purging Old Records

The society is not required to keep a record if:

- The record is no longer relevant to the activities or internal affairs of the society, and
- 10 years have passed since the record was created or, if the record has been altered, since the record was last altered

More detailed information:	https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/15018_01
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Communications

There are a number of channels the DCHA uses to communicate with Desert Cove Residents:

1. DCHA Executive Email

- To communicate 'official' DCHA business (i.e., notice of GM/AGM meetings, collection of fees, seasons greetings, evacuation plan, recruitment, etc.)
- Reply to any resident questions, complaints and inquiries that come through email and/or the website.

2. DCHA Website

- Information on the website is typically more static in nature than the above. It is used to provide information to all residents regarding Desert Cove Administration, on-going activities around the Cove and DCHA information.

3. DC Newsletter

- The newsletter is owned by a Resident (Mary Matus), who is independent from the DCHA. Although the DCHA and Mary work together, Mary is the sole decision maker for the newsletter. The newsletter is used to communicate:
 - Upcoming events and reminders
 - DC Administration announcements
 - Cancellations/closures of activities, events Rec Ctr etc.
 - Advertise Residents selling items

4. DC Connect (Facebook)

- The DC Connect (Facebook) was developed and is managed by a resident (Kurtis Riese) who is independent from the DCHA.
- Facebook is primarily a Desert Cove community open forum for Residents to share information and discuss topics of interest.
- Residents and Event Coordinators may choose to post upcoming events and reminders on Facebook, although this is not an official avenue for communication.

5. Recreation Centre Bulletin Board

- In *addition* to the above, the bulletin board is used to promote/remind Residents of special events and notices

Transfer of Knowledge (outgoing to incoming Board Members)

All new board members are required to submit a biography for the website. Each incoming Director will be provided with a list of documents to review, which are available on the website. Some Directors prefer to print these documents. A binder may be provided to a new director with documents specific to that role. These reference documents should stay up to date and intact in this binder, to be handed over to the next person taking responsibility for this position. If a document requires revisions, a master copy can be obtained from the Data Management Director. The

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revised document must be returned to the Data Management Director to file electronically.

<i>More detailed information:</i>	<i>Data Management Procedures</i>
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DCHA Email Address

desertcovehoa@gmail.com

The DCHA maintains a general email address. The purpose of the email address is to provide an avenue for Desert Cove Members and Residents to ask questions and/or provide feedback to the DCHA Board.

The email address is monitored and maintained by the Secretary. The Data Management Director provides back-up and updates the distribution list. The secretary will forward emails to the appropriate board member for response. Any questions received that are specific to DC Management are forwarded to them for resolution.

In order for all board members to be aware of individual issues/concerns/questions, directors will include these in their monthly board reports or will cc all directors on their response.

<i>More detailed information:</i>	<i>Directors Duties and Responsibilities</i>
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DCHA Board Email Address

Emails have been created for all roles. When a board member leaves, that email will be reassigned to the new board member and a new password assigned. This maintains consistency and a smooth transfer of information. The email boxes are maintained by the Data Management Director.

Position	Name	Email
President	DCHA President	president.dcha@gmail.com
Vice President	DCHA Vice President	vicepresidentdcha@gmail.com
Treasurer	DCHA Treasurer	treasurerdcha@gmail.com
Secretary	Secretary DCHA	secretary.dcha@gmail.com
Welcome Director	Welcome DCHA	dchwelcome@gmail.com
Social Director	Social DCHA	social.dcha@gmail.com
Data management Director	Data Mgmt DCHA	dchadatamgmt@gmail.com
Recreation Center Director	DCHA Recreation Ctr	Reccentre.dcha@gmail.com
Director at Large	Director at Large 1	dal1.dcha@gmail.com
Director at Large	Director at Large 2	dal2.dcha@gmail.com

<i>More detailed information:</i>	<i>Data Management Procedures</i>
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Website

<https://www.desertcovehomeowners.org/dcha-information>

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The Data Management Director maintains the website for Desert Cove Residents and DCHA Members. The purpose of the website is to provide useful, up to date information about the DCHA, Desert Cove Administration and Residents, emergency, safety procedures and other relevant information.

There are passwords required for:

Access to Resident Directories: All Desert Cove Residents

Access to DCHA Board Files: DCHA Board only