

## Attachment 2

### Open House Policies and Procedures

(Reference [www.lakeclublife.com](http://www.lakeclublife.com))

At the web address above, there is a button for “Realtors” which has the following procedure for requesting and managing open houses within the Lake Club.

#### Policy

It is the intent of the Lake Club Homeowner’s Association to create a welcoming experience for prospective home buyers and an efficient streamlined process for facilitating realtors and current TLC owners in the resale of their properties. Of course, our number one priority is to accomplish this goal while meeting all current owners’ security expectations. Therefore, our GM has the responsibility of coordinating with the selling owner, their realtor and the community’s security company. **Open houses may be conducted in the TLC on Sundays from 1 to 4 PM.**

#### Procedures

- No later than the Wednesday before the Sunday of the event, the responsible realtor or owner holding the open house, will reach out to the GM ([samara.williamson@lakeclublife.com](mailto:samara.williamson@lakeclublife.com)) via e-mail providing the following information:
  - Requested date(s) and time
  - A copy of the listing
  - Realtor’s contact information if not already on the listing
- The GM, or a member of the management team, will respond via e-mail with approval or disapproval citing the reason. The e-mail will include a digital map of the community with the open house address highlighted.
- The realtor will have copies of the map made for the main gate attendant to hand out to visitors going to the address. Copies should be available at the gate no later than 2 PM on the Saturday before the event.
- Two (2) signs no larger than 18” x 24” are allowed.
- Should the realtor encounter any security or safety issues during the event, the realtor should call 911 or for less serious issues:
  - The General Manager (Samara Williamson): 605.641.4986
  - ICON Central Call Center: 941.747.7261
  - Gatehouse: 941.929.2920