

Discussion Item

**Board/Staff Communications
Update – General Manager**

BOARD – STAFF- Communications Policy (DRAFT)

The following are several suggestions to improve Board – Management communications. The items below have been defined by CAI (Community Association’s Institute) as best practices for Community Associations to follow.:

-The Board can discuss the Association’s business by email, phone, or in person. However, all Decisions must be made at official meetings through motions and recorded on the minutes.

-All Residents’ needs, including but not limited to questions regarding the Association’s business, maintenance requests, documents requests, must be addressed by Staff.

-Maintenance requests can be directly answered and handled by the Maintenance Manager.

-If Board members receive requests from residents, they should be forwarded to management to be handled.

-If the Board desires to follow up on a specific matter, inquiries must be made on behalf of the Board by a designated member. All inquiries will be addressed to the Assistant or the General Manager.

-If homeowners have questions for the Board, such questions must be asked at the Board meeting or submitted to management in writing before the meeting. If in writing, Management will respond to the homeowner via email or letter. Such response will be on behalf of the Board.

-The Board President must be the point of contact between management and the rest of the Board. Unless the Board designates a specific person to be the point of contact for a particular business.

-The Board should designate only one person to interact with its attorney. This not only controls fees but eliminates confusion and miscommunication.

-Homeowners’ Official complaints should follow the complaint procedures contemplated in Resolution # 33.

The Board is a government body that makes decisions on behalf of the Association as a whole, and others will perceive communication from an individual member as a word from the Board.

By adopting better communication policies, the association's business can be run more efficiently and transparently, reducing the risk of liability due to conflicts of interest or discrimination.