

Owner Communication Policy

It is this board's policy to maintain open and prompt communication with all homeowners and need to know third parties. Any board member may communicate or answer any questions with any home owner whether in person, by phone or by email about any open board meeting resolution, motion, report etc. Basically any action the board has taken or has approved to be taken with the exception of executive sessions.

For owner information the only items discussed in executive session are contracts, litigation, personnel matters, owner discipline (delinquent HOA fees, rules or CC&R violations, etc) or an owner requesting a private meeting with the board. What was discussed in the executive session is reported in general terms at the next regular meeting. Executive session information may only be communicated by individual board members with prior Board approval, attorney approval, or when the information becomes public knowledge. Board members will use caution when discussing sensitive information and if not sure what can be said they will defer until they find out.

The Board will also keep owners informed on a monthly basis on litigation matters or any other long term issue in executive session.

Phone calls and email directed to an individual Board member should be handled by the board member who gets them. If not able to answer the question refer to the board member who may best be able to answer. If it is a problem or question that requires board action and it is more than 4 days to the next meeting, the Board will put it on the next meetings agenda. If it is an emergency the board will get back to the owner ASAP and contact the rest of the board with the problem.

The President will be the first up to respond to BM email unless it can be better answered by another Board member (i.e. Bob for manager issues, Steve for minutes etc). If the President or best alternative is known to be unavailable and another Board member can answer, and go ahead and reply. Then they will copy other board members so as to avoid duplication.

All Owner (AO) communication replies may represent board opinion if the board has already issued an opinion or taken action. A board member may also reply with their own individual opinion as long as it isn't represented as the Board's opinion.

There is a difference between personal opinion and Board actions and decisions. Board members will let the person they are communicating with know when they are giving their own opinion as opposed to the Boards. Personal communication with other owners does not need to be reported or copied to the Board, but communication representing the HOA does. If the Board member is in doubt, they will copy the rest of the Board.