

Board & Committee Chair Communication Plan The Club at Wells Point Owners Association, Inc.

WHEREAS, Article III, Section 3 of the Bylaws of The Club at Wells Point Owners Association, Inc. (the “Bylaws”), gives the Board of Directors of the The Club at Wells Point Owners Association, Inc (the “Association”) the power to adopt rules and regulations as provided in Section 1 of Article VI of these Bylaws, not in conflict with the Declaration or these Bylaws;

WHEREAS, There is need to adopt a specific Board and Committee Chair Communication Plan to ensure the Association speaks with one voice;

NOW THEREFORE BE IT RESOLVED THAT, the Board of Directors hereby adopts the following Board & Committee Communication Plan;

Purpose:

- to ensure that the Board speaks with one voice
- to facilitate more cohesive communication for Board
- to mitigate issues and problems as they arise
- to create a clear set of guidelines for communication processes

The spirit of these guidelines is to provide a buffer between Board members and residents for conflict resolution as well as to ensure that there is more than one observer to any potential conflict and that any disputes are resolved by someone who was not involved in the dispute.

Types of Communication:

- 1) Routine queries via email:
 - a. All Board members are free to communicate basic information as it pertains to Board activities or individual committees. Board members may have areas of expertise or historical information that is responsive to resident queries and this should be freely shared (time and place of orientation, household is/isn't within HOA boundary, etc.). Board must be cc'd on responses.
 - b. Emails or other queries that pertain to a committee's expertise or input must be forwarded to that committee chair and s/he should respond and cc the president and vice president and then drop them from email thread unless requested not to.
 - c. Questions from outside groups such as vendors offering services or outside groups wishing to rent the pool or clubhouse (non-community members) must be vetted through the president and vice president. Alternatively, the President and Vice President may ascertain the will of the committees and Board concerning such services/situations and ask someone to respond to them as they come in, forwarding only particularly compelling offers for consideration by the Board or a committee.

- d. If a Board member is approached in person or on the phone about any question that falls outside of the scope of the queries outlined in a), s/he must follow up via email and cc Board.
- 2) Disagreements or unresolved problems (in-person, call, or email):
- Disagreement is defined as any situation, small to large, in which a Board member and other party involved in HOA (resident, vendor, management company, or committee member) do not agree.
- a. For emails that come to Board members or the Board and contain a complaint, criticism or disagreement, Board members must wait for direction from president or vice president concerning a response (who will respond, nature of response) or other follow up action (in-person meeting). Such involvement may be minimal (“Please carry on this discussion with vendor and keep cc’ing me”) or more substantial (“Please do not send any emails. Let’s discuss further.”). If the complaint or disagreement directly concerns the president/vice president, a minimum of three other Board members will decide on the follow up.
 - b. For in-person or phone encounters that involve a disagreement, the Board member needs to extricate her/himself as soon as it is clear that the two sides do not agree. The Board member may say that any further discussion needs to happen with others present and/or give the other party the president’s email/phone number if this is appropriate. The Board member is expected to leave the discussion, knowing that further discussion can happen with the involvement of the president or vice-president. If the president or vice president becomes involved in a disagreement, a group of three other Board members will decide on the follow up.
- 3) Calls from neighbors/rules infractions that present conflicts (e.g., parties in the park after hours, people consuming alcohol, etc...):
- a. The ideal solution for calls from neighbors or non-life-threatening but serious rules infractions (like noise, alcohol) is to place a call to the security company hired by the Board. Ordinary rules violations that do not involve conflict may be handled per existing published rules. If residents are combative or disrespectful, the Board member is expected not to engage, extricate her/himself and report the incident to the Board via email and inform the president or vice president via a phone call and/or text message. The president and vice president will look at the situation in detail, decide upon a response, and/or see what remediation is in order if the resident has been uncivil.
 - b. If a Board member chooses to become involved in a situation for which security could be called, s/he is expected to ask another Board member to accompany him/her (see 2.b) and follow the one question/one statement rule. S/he may ask the resident a question (“Are you aware that no alcohol is allowed in the park?”). If this is enough to resolve the situation/make the resident aware, consider the matter closed. If not, the Board member can make one statement about what’s next (“I’m going to put in a call to security” or “This isn’t safe and I’m calling 911”). The Board member is expected to not engage beyond

this point. This means walking away, reporting the incident to the Board via email, and contacting the president or vice president. Again, the president and vice president will be pulled in to discuss the event and resident's behavior and appropriate consequences.

- c. If either the president or vice president is involved in a dispute with a resident (3.a), a group of three Board members (uninvolved in dispute) will meet to look at the situation in detail, decide upon a response, and/or see what remediation is in order if the resident has been uncivil. If either the president or vice president wishes to address a situation for which security could be called (3.b), s/he is expected to follow the same format as a Board member (call another Board member to accompany him/her, use the one question/one rule protocol, and not engage afterwards). The president/vice president are expected to inform the Board of the incident and defer to a group of three Board members (uninvolved in dispute) concerning follow up.

Although many residents stop the problematic behavior when first addressed by someone, this communication plan intends to cover the instances when this does not happen as well. In situations concerning minor rules infractions (e.g., someone has 6 guests rather than 4 at the pool) that involve a neighbor complaining about a neighbor, if at all possible, it is advisable to issue a warning.

4) Communication within committees:

All committee members should know that they may request an audience with the president/vice president/Board if they feel that communication within the committee is not working or there is a dispute that needs to be resolved.

5) Communication within Board:

All Board members should know that they may request an audience with officers/the Board if they feel communication is at an impasse.

Effective Date: The foregoing Board and Committee Chair Communication Plan has been adopted by the Board of the Association to be effective on November 1, 2018.