

WEDGEFIELD PLANTATION ASSOCIATION POLICY MANUAL

SECTION XII

COMMUNITY LIAISON

1. ADMINISTRATION

1.01 **Purpose:**

The Community Liaison Committee position on the Board of Directors has been established in accordance with Bylaw Article IX, Sections 1 & 2, to coordinate with other Board members in the following activities:

1. To provide a written reply to communications (information request, complaint, concern or question) submitted to the Board of Directors by residents and members.
2. Determine with regard to governing documents as to whether the written communication is valid and in accordance with the following:
 - a) the Conditions, Covenants and Restrictions
 - b) the Bylaws
 - c) the Policy Manual

1.02 **Scope and Procedure:**

1. When a written communication is received in the WPA office, the office clerk will date stamp it, place a copy in the correspondence file, and forward a copy to all board members.
2. Upon receipt of the communication copy, the Community Liaison Chairperson will determine if another WPA committee should be involved with assisting with the inquiry response. If that is the case, they are expected to merge their responses with that of the Community Liaison Chair who must write the final response.
3. All proposed responses will be submitted in writing (with other relevant materials) for eventual inclusion in the final response which is to be presented to the Board of Directors.
4. There will be a ten (10) day deadline for the acknowledgement of receipt of communication. There will be a thirty (30) day deadline for the final response to the resident or member, unless the final response requires more extensive research of underlining issues. If more time is required, the affected resident or member will be notified of this fact.

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1.03 **Committee Membership:**

The Community Liaison Committee Chairperson must be a member of the Board of Directors. In addition, the chairperson should have another member of the Board designated to assist with the Committee duties, as needed.

1.04 **Reporting and Records:**

1. The Community Liaison Committee is responsible for keeping a complete file of all correspondence regarding each communication, including the initiating correspondence, intermediate responses by other Board members, work sheets, and the final response. All communications must go through the WPA office.
2. Activities undertaken by the Committee will be reported in a summary report at the regularly scheduled monthly Board meeting. These activities include:
 - a) Number of new communications received
 - b) Number of old communications completed
 - c) Nature of each communication completed (information request, complaint, concern, and question) and a short synopsis of it, without revealing names.