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January 14, 2013

REVISED May 17, 2017

Re: Proper Communication Protocol

Dear Unit Owners:

That which follows is a revision to the January 14, 2013 letter to the Community. It is reprinted below with a modification (*underline/italicize*) which was agreed to by the Board of Directors as a result of a mediation hearing by the CCOC.

As you are aware, your Board of Directors has been elected to serve the King Farm Condominium Association which requires them to volunteer an enormous amount of time for the benefit of all residents. Their efforts have resulted in a Community that is beautifully maintained and financially sound, resulting in an improved value for all owners.

In this effort, the Board of Directors, as a body, often has to make decisions that are for the good of the many, the Community, at the potential unhappiness of a select few. Unfortunately, a disapproving resident may feel that it is appropriate to confront an individual Board Member directly in the Community or at their residence to voice their conflict with a Board decision. Unfortunately, recent events require us to state the following:


**We understand that not all decisions will be embraced by all owners/residents and, to that extent, owners are welcomed to communicate their concerns with the Management Company, in person, by phone and/or email. Also, there is the opportunity to come to an Open Board Meeting and raise your concerns to the entire Board. What is not permitted is to confront Board Members individually or directly outside of the Open Board Meetings.**

**All communications addressed to members of the Board pursuant to this policy will be forwarded directly to such Board Members by Management, not later than 48 business hours after receipt by Management of the communication. Any unit owner who wishes to send a confidential communication to a Member or Members of the Board shall send such communication in a sealed addressed envelope, clearly marked CONFIDENTIAL, which will be forwarded to the addressee by Management within 48 business hours after receipt.**

**To the extent this directive is not followed the Association will avail itself of any and all legal remedies available to restrict inappropriate confrontation of Board Members in the future.**

Given the appreciation we all have for the Board Members volunteered time, I am sure full cooperation and adherence to the above requirement will be embraced by the Community. Thank you in advance for your support in this matter.

Very truly yours,

  
Alena Proctor, CMCA, AMS  
Community Manager  
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