

VECTOR RANCH COMMUNITY ASSOCIATION

Communications Policy

1. **Members' Communications to the Board.** All communications from Members to the Board of Directors of any type or regarding any topic shall be sent to the Association Manager, who shall acknowledge receipt to the Member. Members are encouraged to make all of their communications intended for the Board or the Manager in writing (e-mail is acceptable to: **Manager@VectorRanch.org**). Members' communications shall be sent by the Manager to the Board members in their pre-meeting packets for review at the next scheduled Board meeting unless the communication is deemed by the Manager to warrant a quicker response. The Manager may direct Members' communications to a committee chairperson or a management staff person for processing, if appropriate and if Board attention or action is not required.

2. **Response to Member.** Responses to communications received from a Member shall be made in accordance with the Association's community documents and the Arizona Planned Communities Act. If a Member's communication to the Board or Manager is informational, no response will be made other than acknowledgement of receipt. The Manager and Board will respond to a reasonable number of communications from a Member but is under no obligation to respond to numerous and ongoing questions about or criticisms of Association operations. If necessary, a Member will be notified that his/her request(s) or question(s) are beyond the scope of his/her rights of communication with the Board.

3. **Civility in Communication.** Members' communications to the Manager and Board must be concise, civil in tone and content and shall contain no profanity or personal insults against any Association officer, director, committee member or management company employee.

4. **Verbal Communication from a Member to a Board Member.** If one or more individual Board members receive a verbal communication from a Member or resident, it shall be responded to with this statement:

"Thank you for your (comment, complaint, suggestion, etc). You should contact the Association's management office with your information, question, complaint, etc. They will ensure that this information is distributed to the appropriate person for consideration." (Or words to this effect, carrying the same meaning and intent and if appropriate contact information.)

5. **Member's Request for Records.** In accordance with A.R.S. §33-1805, a Member may review the Association's financial and other records, by submitting a written request that includes a description of the records requested. Note that most of the Association's records can be reviewed online on the Association's website. The Association Manager will contact the Member to arrange for the Member's review of records, to take place within 10 business days of the Manager's receipt of the request. The Member may request copies of records in place of in-person review. The Association will charge a fee of \$.15 per page for providing copies of records requested by a Member plus postage if the Member requests the copies be mailed. Records may be withheld from Members' review in accordance with A.R.S. §33-1805, in which case the Association's Manager will respond to the requesting Member accordingly.

6. **Agenda Items for Board Meetings.** The Board's regular meeting agenda covers routine administrative issues and any other issues needing special attention. Agenda action items can be requested by Board members. Members who have an action item they want to add to an agenda may contact any Board member and ask for its inclusion. A request for inclusion does not guarantee that the item will appear on the next meeting agenda. Board Agendas are prepared approximately two weeks in advance of the next posted meeting date. Meeting dates are posted on the Vactor Ranch website as is Board Member contact information.
7. **Members' Right to Speak at Board Meetings.** Unless posted as Executive Meetings, all Board meetings, whether online or in-person, are open to all Members and residents. Proper decorum must be maintained. The Board meetings follow Robert's Rules of Order. Anyone present will have an opportunity to comment on any agenda item before the Board votes. At the end of each meeting, the Board offers a brief period for Member comments and questions. Board members may respond if they feel it is appropriate but are not obligated to do so.
8. **Contact Board Members.** Board members personal email and snail mail addresses are posted in our (password protected) online community directory which can be found on our website (vactorranch.org) User ID = **vactor** Password = **bigboot**. However, please send all Association-related communications to the Manager whenever possible.

Intent of this Resolution. The intent and purpose of this Resolution is to assure orderly receipt and processing of Members' communications to the Association. The Board does not intend to hinder in any way personal communication between Association Members and the Board. However, it is important that Association Members understand that a message delivered directly to one or several Board Directors is not the proper means of delivering notice of a need for information from or action by the Board on behalf of the Association.

The foregoing Communications Policy was unanimously adopted by the Board of Directors by email and confirmed at a duly-held meeting on the 15 day of January, 2022.

VACTOR RANCH COMMUNITY ASSOCIATION,
an Arizona non-profit corporation
By: **Drew Vactor**
Its: President

ATTEST:
Barbara Segers – Secretary

Written by Carolyn B Goldschmidt, Esq, Attorney at Law, Goldschmidt & Shupe 6700 N. Oracle Rd. Suite 240 Tucson, AZ 85704 who approved final revisions 1/14/22