

Reason for the Community Membership BOD Communication Process:

The BOD is a volunteer position and as a process improvement to streamline the communication process for community members and the BOD. This process will also have BOD members relieved of superfluous e-mails allowing them to work on their District Specific items.

Community Membership BOD Communication Process

Each Community Member's first point of contact is with your District Representative.

Please look on the HPP website at HPPOA.net.

Under "Executive Information":

- look under "Districts" to validate which District you live in.
- look under "Board of Directors" to find your current District Representative's name and email address.

After your email is received your District Representative will:

- answer your question and/or address your concern if he/she can.
- let you know that this item is the responsibility of the HPP Office Staff.
- let you know that this item is the responsibility of the HPP General Manager.

On the HPP website is the phone number and email address for the office if you prefer calling/emailing rather than stopping by the office.

If your District Representative does not have the answer to your question or cannot address your concern themselves then he/she will add this topic to the next BOD meeting for further input and discussion and then will reply back to you with the BOD's response.

You are invited to the next BOD meeting (see HPP website for date/time) where you can observe your District Representative bring up your topic to the Board for discussion. Feel free to add your name to the 3 minute "Owner Input" list on the entrance table if you would like to address your District Representative or BOD with any further questions.

It's a start! The final process would need to be posted on the HPP website and communicated at the next couple of BOD meetings.

A "spot" on each month's agenda for District Reps to bring up any items that need to have BOD discussion and answer on.

First few BOD meetings until the process is thoroughly communicated...if someone during the owner input time asks a question then the first question back to them is: "Have you contacted your Dist Rep about this matter?" If not then have their Dist Rep answer their question this time and NOT the President. If the Dist Rep needs to engage the Treasurer or President that is fine.

To the BOD.....after this process is communicated then if a mass email goes out the correct Dist Rep will answer with what the new process is and ask them to send another appropriately addressed email with their question/concern.

If you need to bring it as a BOD topic for discussion then discuss it there without interruption from the audience. That one Dist person sends the answer back. Topic is DONE.

All others.....ignore and file these types of emails away.

If a community member refuses to follow the process, then those e-mails should be ignored after they have been notified by their District Representative to follow the process.