

Protocol for Owner Dealings with the Board

Riverside Gate II Condominium Corporation OCSCC 769

The Board requests that owners use the following 2-step approach when raising a question, issue, idea, or concern with the Board:

Step 1 - Write to the Board – The first step is to submit your issue in writing to the Property Manager's office. This is important since the Property Manager will 1) register your inquiry, 2) acknowledge receipt, 3) distribute the inquiry to all Board members, 4) ensure it is placed on the agenda for the next Board meeting, and 5) follow-up with you on the Board's position.

It is a standard of the Board that the Property Manager shall acknowledge any correspondence from an owner **within 48 hours of receipt**, not including week-ends. Also, the Board will attempt to follow-up with an owner's inquiry **within two (2) Board meetings** following receipt of that inquiry. If an issue raised with the Board is not resolved within 2 months, the Property Manager will personally contact the owner in writing or by telephone to provide an update and an outlook on the issue's resolution. Urgent Board requests will be addressed in a timely fashion.

Step 2 - Attend a Meeting of the Board – The Board normally meets on a monthly basis from 1:00 p.m. to 4:00 p.m. in the Party Room and the exact date of meetings is posted on our Association website and on all bulletin boards. Owners and residents are cordially welcomed to attend and to participate in a question and answer period which occurs around 2 hours into the meeting.

In order to ensure that these open meetings are conducted in a timely and business-like fashion, the Board will use the following guidelines :

- a) When owners are in attendance, the Board will conduct its formal business from 1:00 p.m. to 3:00 p.m. The Chair will then open a question and answer period from 3:00 p.m. to 4:00 pm.
- b) While the Board portion of the meeting is in order, owners will not address or interrupt the Board, nor will they distract the Board by speaking among themselves during the tenure of the meeting.
- c) During the Q&A period owners must raise their hand and identify themselves to be recognized by the Chair.
- d) Owners may make a brief presentation to the Board if they have provided the Property Manager with a copy of their presentation at least 5 working days prior to the meeting.
- e) Presenters will be allowed 3 to 5 minutes to raise their issue.
- f) The Board may ask questions of clarification and the Chair will then rule on whether a Board position can be given on the spot or will require further consideration.

The Board is determined to maintain an open and transparent communication with all owners. Please feel free to contact the Property Manager or any member of the Board if you have any questions regarding this Protocol for Owner Dealings with the Board.

Thank you for your cooperation.