



## **Membership Correspondence with the Association Board**

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**Laguna Pointe Condominium Association of Pensacola, Inc.**

**August 28, 2008**

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## **Description**

This process describes the types and methods for Laguna Pointe owners to request information from the association board, as well as the responsibility of the board to reply to such requests.

## **Objectives**

The objective for addressing this process is to ensure open and forthright dialogue on general issues and association concerns is maintained between the Laguna Pointe membership, and those members who are serving on the Board of Directors; while, at the same time, recognizing that the board's limited time and resources should be spent as best serves the membership as a whole.

This process is intended to address unit owner inquiries submitted in accordance with Section 718.112(2)(a)2 of Florida Statutes.

## **Roles and Responsibilities**

The primary mechanism for keeping association members informed rests with the Board. Board meetings are noticed, and are open to the membership to attend. Timely and complete minutes for board meetings, periodic newsletters, electronic and surface mail, announcements on the association web site as well as posted on the condo property, are other ways to disseminate information to unit owners.

Likewise, association members are expected to make use of those resources to stay informed proactively. Attendance at board meetings is encouraged whenever possible. Also, member comments and inquiries with the board are encouraged and welcomed during Board meetings, to the extent time and other rules allow.

## **Other Communications/Correspondence**

Beyond the communications vehicles described above, association members are permitted and encouraged to address questions and concerns to their board representatives.

- Informal communications are in person, by telephone, and by regular electronic/surface mail, and may or may not require a board response.
- Formal communications are those written inquiries filed with the board by certified mail. These require formal response(s) within specific timelines, as specified in Chapter 718.112(2)(a)2, F.S.

## **Informal Communications.**

Inquiries and requests will, in most cases, be responded to in like manner. However, a mailed inquiry may warrant only a telephone call reply, or vice versa. The board member who responds will make that initial decision.

If a communication is addressed to a single board member; e.g., the secretary or treasurer; that officer is responsible to answer, or ensure a reply is provided.

If a communication is addressed to the entire board (all members), the secretary will designate a board/committee member to reply, or judge that one is not required (in situations where a problem has resolved itself or has already been corrected).

Inquiries should not ask the board to restate information already provided via other communication channels. Inquiries may address decisions already made by the board in an open called meeting, if there is additional information or extenuating circumstances that may be of use to the board--but not simply to argue decisions that were made. Inquiries should be addressed in a collegial manner, understanding that the Board of Directors is comprised of member-volunteers who serve at your pleasure.

In the rare situation that an informal communication does not comply with these guidelines, or is repetitious of another inquiry from the same unit, it will be disregarded at the board's discretion.

**Formal Communications.**

These inquiries and correspondence oblige the Board of Directors to respond within time-lines and in a method specified by Florida statutes identified above. The result is that time and effort to develop a forthright reply to a single inquiry could preempt board member activities toward their overall responsibilities.

Accordingly, the Association Board will respond to only one certified mail inquiry per unit in any given 30-day period. Only one specific inquiry will be permitted from any single unit owner each 30 days. Each specific inquiry shall be limited to 5 subparts or 5 questions to be contained within a single inquiry. If more than one inquiry is received in each 30-day period or if a written inquiry contains more than 5 subparts or 5 questions, the additional inquiries or parts will be responded to in the subsequent 30-day period or periods as applicable. The 30-day period shall commence the day following the day that the Board actually receives the unit owner inquiry by certified mail.

Due to the time constraints and actions that may be already underway to develop a reply, written inquiries may not be rescinded/withdrawn without the concurrence of the Board.

Formal inquiries/requests from a unit are deemed to preempt any informal correspondence from the unit owner(s) until such time as all formal inquiries from that unit have been answered, or rescinded, if approved.

The association secretary is responsible to receive formal (certified mail) inquiries. The secretary will, as needed, assign responsibility to board/committee members to develop a reply, and will ensure a response is provided within specified time limit.

Requirements for a substantive response to inquiries that are referred to the Department of Professional Regulation (DPR) or counsel will be adhered to as specified in applicable statutes.