

Dear Board,

In order to most effectively and efficiently work with you, MacPherson's has implemented the following communication protocols. The goal of these protocols is to streamline communication and keep it efficient as possible.

As a company, we are focusing on time management and often work in blocks of focused time, where your manager is not going to be immediately available. The protocols below are going to be the most efficient way to get a response and please remember, we have a 24 business hour response policy.

Lastly, our contract calls for one point of contact between the Board and the Manager. This helps eliminate confusion and often mis-direction by being provided action items by more than one person.

Please adhere to the following protocols for efficient and effective communications:

1. Email to the designated Community Email is the preferred method of communication. Phone calls and text messages to managers personal cell phones are discouraged.
  - a. Should a telephone conversation be necessary, it is recommended that an appointment be made. This way the manager is sure to have the time and attention to devote to your needs.
  - b. Phone conversations should ideally be kept to 15 minutes or less.
  - c. If it is an afterhours emergency, please call the office so that you are routed to our evening dispatcher, Managers will not be answering calls to their cell phone after hours, however our answering service can dispatch your call to the on call manager.
2. Service requests for maintenance items should be submitted through the AppFolio portal.
3. Managers do not need to be copied on any Board discussion emails. If your Manager sends an email and discussion between the Board ensues, Manager will request being removed from the email until time of decision. Manager should be included on emails as follows:
  - a. Manager should be included on Board Decisions
  - b. Request for Guidance or information
4. Any Board decision made outside of a Board meeting must have unanimous approval from all Board Members. **Board President or Designated Contact** should forward final email with all members agreeing to Manager. Manager cannot act without approval from all Board members. It is not Managers job to track down the Board for decisions – the Board is responsible for providing their decisions to the Manager.
5. There should be one point of contact between Manager and Board. This is typically the Board President, unless that is delegated to another Board member.
6. 24 business hour response time should be expected and respected and is appreciated in return.