

## **Chapter 10-03**

### **COMMUNICATIONS COMMITTEE CHARTER**

**I. PURPOSE AND OBJECTIVE**

The Communications Committee shall communicate information from the Board and CWPV HOA Management to all homeowners by any cost-effective vehicle.

**II. ORGANIZATION OF COMMITTEE**

The Communications Committee is a standing committee consisting of nine (9) members.

The CWPV Executive Administrative Services Manager (EASM) will act as advisor to the Committee.

**III. SPECIFIC DUTIES:**

Establish various means of communication including but not limited to bulletin boards, Sun Lakes Splash, The Flyer, CWPV website and two-way written communications including comment cards and restaurant cards.

Establish the means to acquire suggestions, complaints and concerns from individuals or groups of homeowners. Pursue the answer or responses to all the above. Committee will acknowledge receipt to those who submit signed comment cards.

Provide the Board and GM with general input and recommendations to reflect the needs and desires of the community.

Work with the Board and GM to complete the mechanics for any presentation or publication.

Work with other committees and task forces to communicate their activities as required.

Keep the History of Cottonwood Palo Verde updated annually on the website as noteworthy events happen within CWPV.

Provide assistance with the microphone for homeowner comments at all Board meetings and Board workshops.

Operate the Cottonwood Palo Verde Library as a self-service, honor system lending library. Solicit donations of books and other media housed in the library and set parameters for the day-to-day organization and management of the library, including organizing and re-shelving borrowed books being returned and processing donations. Actively recruit library volunteers to support this effort.

**IV. NEW FRIENDS/AMBASSADORS SUBCOMMITTEE**

The New Friends/Ambassadors are a non-voting subcommittee of the Communications Committee. The Coordinator of the subcommittee will provide to the Chair of the Communications Committee a monthly report due two days prior to the Communications Committee meeting indicating:

- The roster of Ambassadors in good standing.
- A monthly and year-to-date count of tours taken, referrals from administration, and names of new homeowners taken on tour that month.
- The average cost per meal for the current month and year-to-date in the new homeowners dining experience.
- Any additional information required by the Board or GM.

**A. PURPOSE AND OBJECTIVE**

The New Friends/Ambassadors offer a personal welcome from established residents and assists new homeowners settling into CWPV. This includes being an advocate for the community, and providing a positive, informative overview of their amenities that this community offers them.

The welcome consists of contacting the new homeowners and setting a date for a tour of the grounds, facilities, and amenities. The tour culminates with a complimentary meal at either of our CWPV restaurants. The meal experience is an opportunity to continue interaction between the Ambassadors and the New Homeowners, and to emphasize they will be available for any future questions. The tour and complimentary meal must be used within a year of the purchase of the home. This opportunity is extended to first-time homeowners only.

**B. ORGANIZATION OF SUBCOMMITTEE**

The Subcommittee reports its activities to the Communications Committee who has oversight responsibility to assure the program

meets Board policies and expectations. The Chairman of the Communications Committee acts as liaison to the Subcommittee. The Subcommittee consists of nine (9) Ambassador Units including a Coordinator, Alternate Coordinator, Secretary, and Treasurer.

**C. SPECIFIC DUTIES:**

1. Coordinator:
  - a. One person will be designated as the Coordinator and is the primary liaison for the Program to the Communications Committee.
  - b. Collects Request Forms from the HOA.
  - c. Assigns new homeowner to an Ambassador Unit based on workloads and interests expressed on the HOA Form.
  - d. Maintains records of all tours of new homeowners and reports from the responsible Ambassadors.
  - e. Prepares a monthly report on all New Friends/Ambassador Program activities, and submits the information to the Communications Committee for delivery to the HOA Board and Management.
  
2. Alternate Coordinator:
  - a. Assume the Coordinators duties in a prolonged absence (2 weeks or more) of the Coordinator.
  - b. Consult with the Coordinator as requested.
  
3. Secretary:
  - a. Takes meeting notes and writes a report to distribute to fellow Ambassadors in a timely manner.
  - b. Attends monthly Communications Committee meetings and reports pertinent information to the Ambassador Units and Coordinator.
  - c. Assists the Coordinator in preparing reports.
  
4. Treasurer:
  - a. Collects and records new homeowners' names, dates, events, and price of meals following the tours.
  - b. Reports findings to the Coordinator on end-of-month basis prior to the monthly Communications Committee meeting.
  - c. Reports to the Coordinator any over budget meals as soon as possible.
  
5. Ambassador Units:
  - a. Upon receipt of new homeowner assignment from the Coordinator, the Unit will promptly communicate with

the new homeowner to schedule a welcoming tour and complimentary meal.

- b. Conduct the tour in accordance with the guidelines as published in the "Outline for New Friends/Ambassadors".
- c. Follow up with any unanswered questions and invite the new homeowner to contact them if there are any further questions after the tour.
- d. Submit a timely report to the Coordinator on tour completion with the name, and event location.
- e. Keep the Coordinator updated, in a timely manner, regarding contacts with new homeowners, and progress of the tour and/or any problems/concerns with the assignment.

#### D. SELECTION PROCESS

1. Complete a New Friends/Ambassador application.
2. Attend an interview with the Coordinator to receive an explanation of the duties of an Ambassador.
3. New applicants are approved by a majority vote of the Ambassador Units.
4. If a current Ambassador Unit fails to uphold the standards to be a member of the Program, they may be asked to resign by the Coordinator after a vote of a majority of the Ambassador Units.
5. Openings created by the loss or resignation of an Ambassador Unit will result in a request for new applications to maintain the nine (9) member units.

#### E. TRAINING PROCESS

1. A new Ambassador Unit will meet with the Coordinator for an orientation of the Program.
2. They will ride along during at least one Ambassador tour in order to learn the various presentations and processes. (does NOT include the meal)
3. Attend New Friends/Ambassador meeting.
4. Knowledge of current Ambassador Units, and be able to introduce them to new homeowners.
5. Collect all appropriate information including the New Homeowner Handbook.