

## **Chapter 10-03**

### **COMMUNICATIONS COMMITTEE CHARTER**

#### **I. PURPOSE AND OBJECTIVE**

The Communications Committee shall communicate information from the Board of Directors and Cottonwood Palo Verde HOA Management to all homeowners by cost-effective vehicles.

#### **II. ORGANIZATION OF COMMITTEE**

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

The Cottonwood Palo Verde Administrative Services Manager (ASM) will function as Management Liaison and advisor to the Committee.

#### **III. SPECIFIC DUTIES**

##### **A. Communication Duties**

1. **Communicate Information:** Utilize various communication channels; The Flyer, In The Know (ITK), and the Cottonwood Palo Verde website and recommend new communications vehicles for disseminating information.
2. **Committee (member) Liaison:** Attend monthly meetings of other Sun Lakes HOA 2 Committees, Task Forces, and clubs to offer support, process definition, and help to communicate their activities when needed.
3. **Contributor Support Role:** Assist readability, for all new, and revisioning, rules, regulations and policies.

##### **B. Website Support to Management**

1. **Cottonwood Palo Verde Website Content and User Interface:**
  - a. Assist in gathering content or technology updates and changes required to the new Cottonwood Palo Verde website.

- b. Perform monthly reviews to ensure clarity, current messaging, and functionality.
  - c. Develop and conduct, Board of Directors and Management approved, website navigation classroom training sessions for Cottonwood Palo Verde Community.
  - d. Create and distribute, Board of Directors and Management approved, training pamphlets on how to use and navigate the website and access information.
  - e. Assist management in creating a process for reporting improvements, enhancements, and cleanup on the Cottonwood Palo Verde website, include this process in the training materials.
- C. Homeowner Feedback and Surveys
- 1. Comment Card Process
    - a. Review and provide a suggested list of Comment Cards to be included in The Flyer, monthly, based on the monthly Comment Card Log prepared by management.
  - 2. Homeowner Satisfaction Surveys
    - a. Develop and implement an annual homeowner satisfaction survey in collaboration with the Board of Directors and Management.
    - b. Develop and provide Management with all communications related to the surveys.
    - c. Analyze and compile the survey results, deliver results to Management, Board of Directors, and Cottonwood Palo Verde Residents.
    - d. Develop and implement, Board of Directors and Management approved, brief 3-4 question homeowner satisfaction or exploratory survey for individual amenity, committee, task force and club purposes.

- D. Library Operation
  - 1. Library Management
    - a. Operate the Cottonwood Palo Verde Library on a self-service, honor system basis.
    - b. Solicit donations of books and other media.
    - c. Organize and manage the library, including organizing the re-shelving of borrowed books and processing book donations.
    - d. Recruit volunteers to support library operations.
    - e. Provide end-of-year audit and well-being report-out to Communications Committee and the Board of Directors.
- E. Board Meeting Assistance
  - 1. Board Meeting Support
    - a. Assist with homeowner identification and sign-in at Board Agenda, Board Meetings and Workshops.

#### **IV. SUMMARY**

The role of the Communications Committee encompasses a broad range of activities aimed at enhancing communication within SLHOA2, providing support to Management and the Board of Directors for the SLHOA2 website, encouraging effective homeowner engagement through feedback and surveys, and maintaining the community library. Effective execution of these duties requires strong organizational, communication, and collaboration skills.