

**Open Forum Guideline's:** (To be inserted below "Board Meeting" within the Board Member Roles & Responsibilities document)

**-HOMEOWNER:**

- When possible, the Homeowner should notify the PM in advance about attending the board meeting and provide any supporting documents ahead of the meeting.
- Homeowner should state name and address.
- Homeowner should have a set amount of time to bring their concern /complaint to the board.
- Homeowner should be courteous and to the point.
- Homeowner may be asked to put the concern /complaint in writing
- Homeowner is made aware that concern/complaint will be recorded in the meeting minutes.

**-BOARD:**

- The board should notify the Homeowner the allotted time to speak. (Generally 5 minutes)
- The board should listen and gather all facts from the homeowner.
- The board can ask questions and clarify the concern /complaint.
- The board should reserve judgement /personal opinion on the subject matter.
- There should be no arguing or interrogation between the board and the homeowner.
- After the homeowner has voiced the concern /complaint the Chair should thank the homeowner for bringing the concern /complaint to the board.
- There should be no single board member decision without discussion from the rest of the board.
- The board has the right to not give an immediate answer /solution to the homeowner, in which case the chair should notify the homeowner of a timeframe for a resolution to take place.
- The board may respond to the homeowner by mail, outlining the results of the concern/complaint.