

Westwood Shores Property Owner's Association Communication Policy

1. Purpose

The purpose of this Communication Policy is to outline the communication guidelines and protocols for Westwood Shores Property Owner's Association (WS POA), ensuring that information is effectively shared between the Westwood Shores Board of Trustees (WS BOT), property owners, and relevant parties in a timely, transparent, and respectful manner. This policy's aim is to promote an open and cooperative community atmosphere and ensure all stakeholders are informed of important matters affecting the community. This policy further ensures compliance and transparency as required by Texas Property Code Chapter 209.

2. Scope

This policy applies to all communication activities conducted within the WS POA, including communication between the WS BOT and property owners, Board meetings, emails, website, social media, and other forms of communication.

3. Communication Objectives

- To provide clear and timely information to property owners about community events, meetings, and decisions.
- To ensure transparency in WS POA operations and decision-making.
- To encourage open dialogue between the WS BOT and property owners.
- To foster a respectful, inclusive, and cooperative community environment.

4. Communications Standing Committee

- The mission of the Communications Committee is coordinating internal and/or external communications on behalf of the WS POA, organizations, and community groups, for public and private usage within a community communication network; to collect, based on predefined reliable sources, and transmit accurate, timely, and effective information for informing, education, and engaging the community; and to advise the WS BOT on current and potential growth for community communication effectiveness. Organizations are defined as a group that has a set of officers. Community groups are defined as groups that have a leader.
- The Communications Committee works under the direction of the WS BOT, WS Community Manager, and the Communications Network Manager. The Communications Network Manager is under the direct supervision of the WS Community Manager and the WS BOT to oversee the entire communications network.
- The Communications Committee shall consist of a WS POA BOT Liaison, Community Manager, Communications Network Manager, Chairperson (elected by the Committee), Secretary (elected by the Committee), and property owners in good standing including those of wide-ranging technology and artisan skills for all areas of the Communications network. Number of needed committee members shall be decided by the Communications Network Manager.

5. Modes of Communication

The WS POA will use various modes of communication to reach property owners and the community. These modes of communication shall be reviewed regularly by the Community Manager and WS BOT to ensure integrity.

- **Email:**

- Primary means of communicating updates, announcements, and important notices to property owners. Property owners should ensure the WS POA has current contact information on file. The WS POA Administration and WS BOT shall maintain a publicly available email address for property owners to use to contact either the Communication Manager and WS BOT to ask questions or report problems. Emails received through this email address shall be answered within two (2) business days. Email announcements affecting the entire community shall be approved by the Community Manager prior to issuance. Email announcements concerning events in the 19th Hole Bar and Grill or Pro shop may be sent with the Department Manager's approval. In compliance with Texas Property Code Chapter 209, the WS POA shall release public notice of the meeting and the agenda at least 72 hours before a meeting.
- Community Website secondary email or notification outreach means of communicating website updates, announcements, and important notices to community groups/organizations. Property owners should ensure the Community Website has current contact information on file. The Communications Network Manager and WS BOT shall maintain a publicly available email address for property owners to use to contact either the Communications Network Manager and/or WS BOT to ask questions or report communication problems. Emails received through this email address shall be answered within two (2) business days. Email/ notification announcements affecting the entire community shall be approved by the Communications Network Manager prior to issuance. Email/notification announcements concerning events in the Organization/Community Groups may be sent with the Community Group Manager's approval. An Organization/Community Group Manager is a member of an Organization or Community Group appointed by the Organization/Community Group to coordinate with the Community Network Manager in the development and management of the Community Group within the website. The Community Group Manager's system rights are confined within the designated Community Group and preconfigured by the Communications Network Manager. Communications committee members shall be issued an official site email address to conduct official site business.

- **Website:**

- The WS POA will maintain an official website containing key documents, meeting minutes, policies, upcoming events, and other relevant information. This website shall be under the management of the Community Manager.

- The WS POA shall maintain an official Community website committed to providing public information concerning WSBOT, WS POA Committees, organizations, events, and property owner relevant information within the community. This website shall have WS POA Community Manager oversight but shall be maintained under the management of the Communications Network Manager in conjunction with a standing Committee of WS POA property owners. Approval of new features for the website shall be made by WS BOT.
- **Social Media:** While the WS POA has no official Social Media presence, Communication Committee members may post event flyers through Social Media with Community Manager or Communications Network Manager approval.
- **New Property Owner Welcome Information:** Composite of pertinent information specifically related to address needs of a new property owner in introducing them to the WS POA, WS services, resources, and community shall be provided through the Communication Committee.
- **Postal Mail:** For important legal notices, annual statements, or when required by law, the WS POA may use postal mail.
- **In-Person Communication:** At scheduled WS POA meetings or events, property owners can communicate directly with the Board during the designated time. All monthly WS BOT meetings are open and allow all property owners to attend. Questions and/or comments directed to the WS BOT during the scheduled property owner question section of the meeting shall be reported in the Board meeting Highlights without reference to the name or address of the property owner making the comment or asking the question.
- **Virtual Meeting Communication:** Virtual meeting rooms (pluginmeet) are only available within the Community website Community Groups with a limited attendee number and shall only be open to Community Groups members. Virtual meeting events in the Community Groups may be organized with the Community Groups Manager's (i.e., Chairperson, President, etc.) approval.
- **Live Streaming Communication:** Live streaming events shall only be available upon request from the Community Groups Manager to the WS Communications Network Manager. Events shall be organized in coordination with the Community Group Manager and the WS Communications Network Manager.
- **Committee Meeting Reports:** Committee Meeting reports shall be reviewed publicly during WS POA BOT monthly meetings.
- **Telephone Calls/Text Messages:** WS POA emergency notices maybe sent out via text messages to property owners.
- **Bulletin Boards/Electronic Bulletin Boards:** Bulletin boards are provided by the WS POA at the mailbox locations and at the Clubhouse. These bulletin boards provide another means to communicate with property owners. Property owners may also post items to these boards if they receive prior approval from the WS POA Administration. An electronic bulletin board may be broadcast on televisions in the Clubhouse and on the WSConnect website. The electronic bulletin board is only for activities that occur on community property and shall have WS POA Administrative oversight and shall be maintained through a standing Committee of WS POA property owners.

6. Communication with the Board

- **Board Meetings:** Property owners are encouraged to attend regular WS POA meetings to stay informed. The schedule and agenda will be published prior to the meeting.
- **Feedback and Inquiries:** Property owners may contact the WS BOT through email; or by attending a Board meeting. The WS BOT commits to responding to all inquiries within two (2) business days.
- **Community Concerns:** If a property owner has a concern that they would like to raise with the WS BOT, they may submit the concern in writing or attend a meeting to address it.

7. Confidentiality and Privacy

All communication that involves confidential or sensitive information (such as individual property owner issues or legal matters) will be handled with discretion and in compliance with relevant privacy laws. The WS POA is committed to protecting property owner's personal information and will not disclose such information to third parties without consent, except where required by law.

8. Communication Protocols

- **Tone and Respect:** All communication should be respectful, professional, and focused on the issues at hand. Personal attacks or disrespectful behavior will not be tolerated.
- **Clarity:** Information shared should be clear and concise, with necessary details to ensure property owners understand the message.
- **Timeliness:** The WS POA will strive to communicate important information promptly, particularly in cases of emergency, community events, or urgent Board matters.
- **Accuracy:** Information shared by the WS POA will be fact-checked and accurate to the best of the WS BOT's knowledge. If information changes or becomes outdated, updates will be provided in a timely manner.

9. Community Engagement

The WS POA encourages property owner to stay engaged by participating in meetings, responding to surveys, and providing input on community matters. The WS POA may hold occasional surveys or feedback sessions to gauge community sentiment on issues such as neighborhood improvements or rule changes.

10. Dispute Resolution

If a property owner is dissatisfied with a communication or decision made by the WS BOT, they are encouraged to address the concern in a respectful manner through the designated communication channels.

11. Amendments

This Communication Policy may be amended at any time by the WS BOT to ensure it remains effective and in alignment with community needs. Property owners will be notified of any significant changes to this policy.

12. Conclusion

By adhering to the guidelines set forth in this Communication Policy, the WS POA's aim is to foster a collaborative, transparent, and respectful environment for all property owners. Effective communication is a key element in maintaining a harmonious community.