

## Fanno Creek Townhomes Owner's Association

PO Box 23892  
Tigard, OR 97281

### Communication Policy

It is necessary to communicate all complaints, maintenance or other issues in a written form to the Board of Directors in order for the Board to be able to take appropriate action.

**WHEREAS**, Article III of the Amended Bylaws of the Fanno Creek Townhomes Owner's Association grants power to the Board of Directors to conduct Association business, Article IV of the Restated and Amended Declaration of Covenants, Conditions and Restrictions grants the authority to make rules governing the Association;

LET IT BE RESOLVED THAT these communication procedures will be followed:

1. *Communications* refers to any contact with the Board of Directors requesting information or conveying information.
2. *Complaint* refers to an expression of concern relating to any Association business. Examples of a complaint are:
  - a. Lack of care for the appearance of the property
  - b. Abandoned or dangerous vehicles in the area
  - c. Barking or unleashed dogs
  - d. Inappropriate parking of vehicles
  - e. Other issues that adversely impact the daily living of the members of the Association
3. *Work orders* are requests for maintenance of the property as required by the Declaration of Covenants, Conditions and Restrictions or the Association Bylaws.
4. All communication with the Board of Directors is to be submitted only by email using the "Contact HOA" button access appearing on the home page of the Association website located at <https://fannocreekhwa.com>.
5. The email account will be monitored by the Association Secretary.
6. A response establishing only that the email has been received will be sent to the member upon receipt of the communication.
7. Any action required by the communication will be handled by the Board of Directors as soon as reasonably possible.
8. Any responding information to be supplied will be sent to the member using the email address provided in the contact email.
9. If the email address is not currently contained within the Association records, they will be updated to include the new or additional email address as required.

Recorded in the Book of Minutes: Adopted July 28, 2019

---

President, Board of Directors  
Fanno Creek Townhomes Owner's Association