

COYOTE CREEK HOMEOWNERS' ASSOCIATION POLICY RELATED TO LOT OWNER CORRESPONDENCE TO THE ASSOCIATION

Because the Board of Directors feels that it is important for all Board members to be aware of and stay current with regard to any correspondence received from any Coyote Creek lot owner, the following policy regarding the handling of lot owner correspondence received by the Associations' management company or the Board was agreed to:

A. If any lot owner correspondence (letter, e-mail or phone call) is directed to and received by the management company, the Board president will be notified in writing by the management company at the earliest possible date. Where possible, the lot owner correspondence (if received in writing) will be included with this notification to the Board president. If correspondence is directed to and received directly by the Board, the president will notify the management company of the receipt of such correspondence and request that the management company proceed with acknowledging receipt (Step B) and advising Board members and scheduling the correspondence for the next Board meeting (Steps C and D).

B. The management company will immediately acknowledge receipt of the correspondence to the lot owner and advise the lot owner that his/her correspondence has been forwarded to the Board and will be addressed at the next regularly scheduled Board meeting, advising the lot owner of the time and date of such meeting.

The Board president has the latitude to determine if lot owner correspondence relates to a matter involving exigent circumstances. In such instances, where immediate action might be required, said request for action will be communicated to the entire Board via e-mail and any decision will be communicated (in writing, or confirmed in writing) to the lot owner at the earliest possible date.

Lot owner correspondence should not be discussed via e-mail except in the aforementioned case of exigent circumstances.

C. The management company will report the receipt of any lot owner correspondence in its Board Meeting Manager's Report and will provide all Board members with copies of the correspondence in the Board packet that is provided in advance of each meeting.

D. The subject matter of any lot owner correspondence will be placed on the agenda for the next Board meeting.

E. Board decisions related to lot owner correspondence will be provided in writing to the lot owner in a timely manner and a copy of such response will be reported in the Manager's Report at the next Board meeting.

Effective June 4, 2014