

Towne House Condominiums at Lido Beach

750-112C Lido Blvd.

Lido Beach, NY 11561

Tel: 516-432-6782

Fax: 516-432-5204

Email: townhslido@optonline.net

Website: www.townehouseatlido.com

April 6, 2022

Board of Managers Correspondence Protocol & Procedures

Dear Unit Owners,

Electronic Communications (including email, texts, etc.) have been adopted for daily use and are at everyone's fingertips via their smartphone. In the business world, these types of communications will elicit an immediate response or a response within a day or two.

The Board of Managers does not work the same way. As you know, the BOM meets officially once a month (approximately). At that time, all of the correspondence received during the prior month is reviewed by the BOM as a group. No correspondence should be replied to by an individual Board member unilaterally, unless it is an emergency.

Obviously if there is an emergency, call the office. If calling after office hours, follow the prompts and we will respond accordingly.

Please do not call the office demanding information about contractors, schedules, etc. The staff has been directed to take a message for these type of inquiries. The office staff may not have the most updated information and are not authorized to discuss it.

The community should not be emailing any Board members via their personal email address. If you send an email to any personal Board member's email address, that email will be forwarded to the Office email (townhslido@optonline.net) and will be discussed at the next Board Meeting.

If you would like to send an email to the BOM to be discussed at the next Board Meeting, please send that email to townhslido@optonline.net. All correspondence must be received in the Office by noon on Friday prior to the Board Meeting so it can be distributed to the Board members. Again, please do not expect an immediate response as all correspondence must be discussed by the full BOM.

Keep in mind that Board members are your neighbors and are just as much a part of the community as you are. We care about everything that is going on both as BOM members and community members. There is absolutely no need to be rude, abusive or strong handed in any of your dealings with any of your neighbors, including the Board of Managers or any of the staff.

Thank you in advance for your cooperation.

The Board of Managers
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