



January 3, 2025

Re: Updated Communication Policy

Dear Unit Owners:

We would like to remind the community about the **Communication Policy** adopted on June 25, 2021. As volunteer members of the Board of Directors, we are deeply committed to the long-term strategic planning and day-to-day management of our community. Ensuring that Unit Owners and residents receive timely responses to inquiries and maintenance requests is a top priority for us.

Currently, inquiries and requests are often sent directly to both the Board of Directors and Management. This approach leads to unnecessary duplication and inefficiency. To better serve the community, we have implemented a formal Communication Policy to streamline communications, ensuring timely and organized responses.

Moving forward, all communications will be governed by the attached policy (as amended from time to time). To ensure a prompt response to your inquiries or maintenance requests, we kindly ask that you adhere to the guidelines outlined in the attached document.

We thank you for your attention to the above and wish you all a safe and happy new year.

Sincerely,
BOARD OF DIRECTORS
OAK HILL CONDOMINIUM ASSOCIATION

COMMUNICATION POLICY

The following Communications Policy shall govern the manner and method of communications between the residents and Unit Owners within the Association in order to help assure a timely response to all inquiries.

EMERGENCIES:

In the event of a true emergency, please contact 911 for assistance.

URGENT ISSUES:

To the extent that you have an urgent issue impacting your Unit and need a quick response, please call 610-664-8440, press 1 for emergencies if the office is closed.

MAINTENANCE REQUESTS & FOLLOW UP ON EXISTING WORK ORDERS:

For maintenance requests and follow up on existing maintenance work orders, please direct your inquiries by way of email to the following email address: admin@oakhillcondo.com

GENERAL QUESTIONS RELATED TO ASSOCIATION OPERATIONS, ACCOUNT HISTORIES AND BILLING QUESTIONS:

Depending on the nature of your inquiry, our Management Team may be able to provide you with a response to your inquiry prior to the monthly meeting of the Board of Directors. As such, to the extent that you have questions related to your account history and billing statements, please contact bookkeeper@oakhillcondo.com. For any general operational questions, you may contact anyone on the Management team:

Sara Cashman: admin@oakhillcondo.com

Jodie Rodman: bookkeeper@oakhillcondo.com

Jamie Naddeo: assistantmanager@oakhillcondo.com

Aubrey Keller: propertymanager@oakhillcondo.com

Maintenance Manager: maintenance@oakhillcondo.com

QUESTIONS DIRECTED TO THE BOARD OF DIRECTORS:

The Board of Directors has scheduled monthly meetings to review and manage the affairs of the Association. These meetings are in addition to the high volume of daily communication between Board members required to address the general operational issues that arise on a daily basis. In order to help manage the efficiency of the communications, general inquiries to the Board of Directors will be presented to the Board of Directors at their scheduled meeting. Please forward your questions, concerns and suggestions to the Board of Directors by way of email at: board@oakhillcondo.com or propertymanager@oakhillcondo.com