

**PUBLIC INFORMATION PROGRAM**

The Board believes that all reasonable means should be employed to keep the members informed on matters of importance regarding Association policies, finances, programs, and operations. It is the purpose of this policy to provide the ways and means to accomplish this purpose. The Property Manager, in cooperation with a committee appointed by the Board for such purposes, shall direct an information program designed to acquaint the members of the Association with the achievements and the needs of the Association.

**COMPLAINTS AND GRIEVANCES**

Any person or group having a legitimate interest in the operations of this Association shall have the right to present a request, suggestion, complaint, or grievance concerning the operations or members of the Association. At the same time, the Board has a duty to protect its members from unnecessary harassment. It is the intent of this policy to provide the means for judging each complaint and grievance in a fair and impartial manner and to seek a remedy where appropriate.

It is the desire of the Board to rectify any misunderstandings between the members and the Association's Board of Directors and its Property Manager by direct discussions of an informal type among the interested parties. It is only when such informal meetings fail to resolve the differences shall more formal procedures be employed.

**Matters Regarding the Property Manager.**

If it is a matter regarding the Property Manager, it must be addressed initially with the Property Manager who shall discuss it promptly with the complainant and make every effort to provide a reasoned explanation or take appropriate action within their authority and Association regulations.

If the matter cannot be satisfactorily resolved at this level, it is to be referred directly to the President of the Board of Directors. If necessary, the matter may be referred to the Board of Directors. The Board, after hearing the matter, shall make a final decision and inform the members/group in writing of the Board's decision.

**RELATIONS WITH SPECIAL INTEREST GROUPS**

Any request from civic institutions, charitable organizations, or special interest groups which involve such activities as patriotic functions, contests, exhibits, sales of products, and fund raising must be carefully reviewed to ensure that such activities promote the Association's best interests without advancing the special interests of any particular group.

It is the policy of the Board that staff members and Association facilities not be used for advertising or promoting the interests of any non-Association agency or organization, public or private, without the approval of the Board or its delegated representative; and any such approval, granted for whatever cause or group, shall not be construed as an endorsement of said cause or group by this Board.

A. Political/Commercial Interests

All materials or activities proposed by outside political or commercial sources for staff use or participation shall be reviewed by the Board and/or Property Manager on the basis of their

1. contribution to part or all of the Association's programs,
2. good taste,

and no such approval shall have the primary purpose of advancing the name, product, or special interest of the proposing group.

B. Distribution/Posting of Literature

No outside organization or staff member or Association member representing an outside organization may distribute or post literature on that organization's behalf in Holly Forest without the permission and prior review of the Property Manager and/or Board.

The Property Manager shall establish regulations which ensure that the time, place, and manner of distribution of all non Association related materials is clearly established and communicated.

C. Solicitation of Funds

Any outside organization or staff member representing an outside organization desiring to solicit funds in Holly Forest must receive permission to do so from the Board.

If permission is granted,

1. The Board disclaims all responsibility for the protection of, or accounting for, such funds.
2. Solicited funds are not to be deposited in any regular or special accounts of the Association.
3. This policy does not apply to the raising of funds for Association-sponsored activities.

D. Surveys and Questionnaires

Neither Association-related nor non-Association related organizations shall be allowed to administer a survey or questionnaire to members unless the instrument and the proposed plan is submitted, in advance, to the Board of Directors. If approved, a copy of the results and the proposed manner of their communication are to be provided to the Board for review and approval before they are released.