

## **HOMEOWNERS SURROGACY TEAM**

**Purpose** – Team to bring to the Board concerns of the community. To give HO an opportunity to express their concerns to a team of neutral, non-judgemental fellow homeowners.

**Team members** – Homeowner volunteers who agree to serve for a one year period of time to hear, listen, and bring concerns of the community to the Board. (*Term could be renewable with consent of Board.*) Team members to represent the different factions of the HH community. Volunteers to submit a letter of interest to the Board who will review submissions and select people to represent the community based on the volunteer's interests and address.

**Team structure** – Three to five homeowner volunteers. Volunteers will agree to be neutral and non-judgemental and reserve personal opinions when meeting with homeowners. Team will decide on Team Leader. A meeting log will be kept of every interaction with a HO as well as a synopsis of what was discussed in the meeting. Log to be secured in Board Office between interactions with HO. There will be no electronic recordings using electronic devices including cell phones.

**Team responsibilities:** - Once the team gathers multiple concerns or a single urgent issue that needs immediate attention, a designated team member must meet with the Board at the next WS. The Board will consider every concern and will follow-up with Team asap to report their decision(s). ALL discussions with respect to concerns are **CONFIDENTIAL** and **must not be discussed in any setting** until a decision is rendered by the Board. Once the Team member presents the concern(s) they will leave the Board office so the Board can complete it's WS agenda with Board members only present.

**Team meeting** – Team to meet regularly with at least 3 of the members present. Meetings to be held at the discretion of the Team to hear from homeowners. Team to periodically report to Board at a WS.

**Meeting Location** – Team to meet in Multipurpose Room (or other neutral area – ie. Card Room or ACR).

**Goal** – Hear, listen to and bring concerns (positive and negative), suggestions, and recommendations to the Board (*not to be a complaint department*).

## **Holiday Heights Homeowner Surrogacy Team Volunteer Criteria**

1. Volunteer must be a Homeowner in good standing.
2. Interested Homeowner must submit a **Letter of Interest** (*including name, address, phone and/or email address*) to the Board no later than **October 3, 2025**.
3. Volunteer must agree to serve for one year term (renewable at discretion of sitting Board).
4. Volunteer must agree to be neutral and non-judgmental.
5. Volunteer must agree to reserve personal opinions regarding HO issues brought to Team.
6. Volunteer must agree to keep information discussed during interaction with HO **CONFIDENTIAL**.
7. Volunteer must agree not to use any electronic recording device during interaction with HO (including cell phones).
8. Volunteer may not be a Board member, former Board member or member of any standing governing committee (Code, By-Laws, Rules and Regs, Election).
9. Volunteer may not be the spouse or significant other of any Board member, former Board member or member of the governing committees (listed in #8).
10. Volunteer will advise HO to complete a complaint form if necessary.