

CIVANO I: NEIGHBORHOOD I ASSOCIATION, INC.  
**Policy on Members' Communication with  
Association's Board Directors**  
ADMINISTRATIVE RESOLUTION #10-08  
REVISED 01/18/11

**WHEREAS**, the Board is elected by the Association Members to govern the Association on their behalf; and

**WHEREAS**, Section 11.2 of the *Amended and Restated Declaration of Covenants, Conditions and Restrictions for Civano 1: Neighborhood 1* empowers the Board to adopt, amend and repeal rules and regulations pertaining to all aspects of the Association's rights, activities and duties; and

**WHEREAS**, Sections 6.1 and 7.1 of the Bylaws, and the Arizona Non-Profit Corporations Act, authorize the Board to exercise all of the rights, remedies, privileges and authority accorded to the Association under the Governing Documents and applicable law, except those rights that are specifically reserved to the Members; and

**WHEREAS**, Sections 6.7 and 6.9 of the Bylaws establish that the vote of a majority of the Directors present at any meeting, where a quorum is present, or the consent of all of the Directors in the absence of a meeting, shall be the act of the Board; and

**WHEREAS**, it is essential that all Board Directors be aware of Members' requests, comments, complaints and other communications that are pertinent to Association operations; and

**WHEREAS**, the Association has hired a professional community association management company, one of the duties of which is to communicate with Members on the Board's behalf and be the repository for information and communications that the Board needs to receive and process; and

**WHEREAS**, it has been the official, verbally announced, policy of the Board that all communications to and for the Board shall be submitted to the Association manager's on-site office, and the Board desires to have a written communications policy.

**NOW THEREFORE, BE IT RESOLVED THAT** the Board adopted the following revised resolution pertaining to communication procedures at its duly-held meeting on January 18, 2011, and that the adopted resolution hereby is memorialized and remains as Administrative Resolution #10-08 in the Association's records:

1. Members' Communications to the Board. All communications to the Board of any type or regarding any topic shall be sent to the Association manager's office for distribution to all Board members. Members are encouraged to make all of their communications to the Board or to the manager in writing (e-mail is acceptable). Members' communications shall be sent to the Board members in their pre-meeting packets for review at the next scheduled Board meeting unless the communication is deemed by the Board to warrant a quicker response. The manager may direct Members' communications to a committee chairperson or a management staff person for processing, if appropriate and if Board attention or action is not required.

2. Verbal Communication from a Member to a Board Member. If one or more individual Board members receive a verbal communication from a Member or resident, it shall be responded to with this statement:

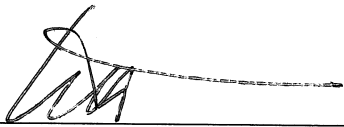
“Thank you for your (comment, complaint, suggestion, etc). You should contact the Association’s management office with your information, question, complaint, etc. They will ensure that this information is distributed to all members of the Board of Directors for consideration.” (Or words to this effect, carrying the same meaning and intent.)

3. Member’s Request for Records. In accordance with A.R.S. §33-1805, a Member may review the Association’s financial and other records, by submitting a written request that includes a description of the records requested. The Association Manager will contact the Member to make arrangements for the Member’s review of records, to take place within 10 business days of its receipt of the request. The Member may request copies of records in place of in-person review. The Association will charge a fee of \$.15 per page for providing copies of records requested by a Member. Records may be withheld from Members’ review in accordance with A.R.S. §33-1805, in which case the Association’s Manager will respond to the requesting Member accordingly.


4. Intent of this Resolution. The intent and purpose of this Resolution is to assure orderly receipt and processing of Members’ communications to the Association. The Board does not intend to hinder in any way personal communication in any form between Association Members and the Board or among all Association members. We endorse free, open, respectful, and clear communication and exchange of ideas among Association members. However, it is important that Association Members understand that a message delivered directly to one or several Board Directors is not the proper means of delivering notice of a need for information from or action by the Board on behalf of the Association.

IN WITNESS WHEREOF, the undersigned has executed this Resolution on this 18<sup>th</sup> day of January, 2011 and certifies that this document is a true and correct copy of the Resolution that was adopted by the Board of Directors of Civano 1: Neighborhood 1 Association, Inc., at its duly held meeting on January 18, 2011.

CIVANO 1: NEIGHBORHOOD 1 ASSOCIATION,  
an Arizona non-profit corporation

By:   
Its: President

ATTEST:

  
~~Secretary~~ vice - President