

**KING FARM CITIZENS ASSEMBLY, INC.  
ADMINISTRATIVE RESOLUTION NO. 17**

**Policies and Procedures Regarding Communications with Citizens and Titleholders**

**WHEREAS**, Article III, Section 3-103(b) the Bylaws of King Farm Citizens Assembly (“Assembly”) authorizes the Board of Trustees (“Board”) to adopt administrative resolutions; and

**WHEREAS**, Article 2, Section 2-102(a)(4) of the King Farm Charter states that the Board is charged with the oversight of the affairs of the Assembly; and

**WHEREAS**, the Board recognizes that in order to streamline communications while giving management and the Board adequate time to perform work, a communications protocol is in the best interests of the Assembly.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors adopts the following policies and procedures related to communication with the Assembly’s Citizens, Titleholders and residents:

I. Maintenance/Repairs

- A. To the extent that a Citizen, Titleholder or resident (collectively “Associate”) identifies an issue with the Common Area that requires attention, the Associate should provide notification to a member of the Management Team.
- B. Management shall investigate the report and shall determine what action needs to be taken next, if any, to address the reported issue.
  - a. If Management determines that no action is necessary, Management shall notify the reporting person within a reasonable time after the determination is made.
  - b. If Management determines that corrective action needs to be taken, Management shall proceed with the same. Management may, but has no obligation to, keep the reporting person apprised of the corrective action being taken and the status of the same.

II. Board and Committee Decisions

- A. If an Associate has questions regarding a decision of the Board, the Architectural Design Trust, the Board of Code Compliance or any other Assembly committee, the Associates should first review the meeting minutes for the entity on the Assembly’s website.
- B. If the answer is not contained within the meeting minutes on the website, the Associate should direct the question(s) to the General Manager at [gm@kingfarm.org](mailto:gm@kingfarm.org).
  - a. The General Manager may direct the Associate to attend the next meeting of the entity to ask the question directly to the entity.

- b. The General Manager may forward the question to the chair of the entity to provide a response to the question.
- c. To the extent that the General Manager can assist with the answer and that assistance requires a minimal amount of time, the General Manager shall make best efforts to respond to the inquiry within a reasonable time frame. However, the General Manager shall not be expected to engage in continuous discussions with Associates regarding decisions of these entities and to the extent an Associate has extensive follow up communications, those inquiries should be directed to the entity at a meeting.

III. Administrative/Records Requests

- A. Books and records shall be provided to Associates pursuant to the Maryland Homeowners Association Act. To the extent that there is a charge for copies or research time, the Associate shall pay for the same in advance of receipt of the documents.
- B. If an Associate has questions regarding the documents, if the General Manager can respond to the same without additional extensive research or time, she shall endeavor to do so. However, the General Manager is required only to provide the requested documents and is not required to provide explanations or interpretations of documents.
- C. If an Associate would like questions researched further, the Associate shall submit a request for the same to be considered by the President. The President shall have the right to deny the request. If this requires research and record review, the Associate shall have to pay the charge for the same in advance of the production.

This Resolution was adopted at a meeting of the Board of Trustees of the Assembly on October 19, 2022 (which was at least three (3) weeks after the Resolution was publicized in the Chronicle, via email (if signed up for electronic notification), and on the Assembly's website).

**KING FARM CITIZENS ASSEMBLY, INC.**



Karen Sicard, Board of Trustees Secretary