

WALDEN LAKE COMMUNITY ASSOCIATION

CHAIN OF COMMAND POLICY

POLICY 2014-11

Version 1.1

Purpose of this Policy:

1. To set forth guidelines concerning the proper Chain of Command within the Walden Lake Community Association (WLCA). A formal and properly designed chain of command prevents duplication of orders, wrong information being dissimulated and good business management.

Policy Details:

1. There shall be clear, defined lines of authority in an apparent command structure, so that decisions can be made and orders issued at the proper level with appropriate participation by all affected persons, and review by Property Manager or Board of Directors.
2. The WLCA chain of command shall be strictly adhered to. All Board of Directors communications must flow through the WLCA President. The purpose of this flow is to support only one point of BOD (Board of Directors) contact within the internal organization and where no duplication will occur. As a back-up to the President, the Vice President will be the appointed contact member.
3. The WLCA President will determine if the request/information flows to the WLCA Property Manager for resolution or if the request must be referred to an external source for resolution, i.e.; WLCA attorney, WLCA Collections attorney, etc.
4. The Property Manager will be the single point of contact for the President to address any issues related to the overall operation of the WLCA office and the point of contact with the Management Company. This will include the supervision of the WLCA staff, billing concerns and issues, budget assistance, City of Plant City services and other day-to-day business and operational matters.
5. The Chairperson of the Landscaping Committee will report directly to the Property Manager for landscaping directions and concerns. The landscaping company's on-site Supervisor will report to the WLCA Property Manager. All BOD concerns regarding landscaping will flow to the Chairperson of the Landscaping Committee, then to the Property Manager and then to the on-site landscaping Supervisor to work on a solution to any issues. This is required to

simplify the request and for follow-up procedures. The President will be copied via e-mail as to the activities of the Landscaping Committee.

6. It is the responsibility of each WLCA Board of Directors and all staff members to know and understand the chain of command and to follow as required. For any emergency or disaster, the back-up to our Property Manager is the 24 hour support of the Property Management Company which the President, or designated officer, and/or the Property Manager may contact for emergency assistance.

7. All communications (office visits, telephone calls, e-mails) with the office staff will be through the President, or Vice President, then to the Property Manager. All Walden Lake staff will report to the Property Manager.

Board Approved –November 17, 2014

Signed-Secretary--Heather Updike