

COMMUNICATIONS COMMITTEE REPORT
to the
BOARD OF DIRECTORS

4 May 2009

Suggestion Box, emails and other correspondence

As our final task, the Communications Committee addressed the issue of correspondence between homeowners and the directors/staff members; specifically, how suggestions, emails and other correspondence are handled internally.

Currently, no procedures exist to ensure that homeowners' concerns or suggestions reach the appropriate staff member or director and that the homeowners receive a response within a reasonable time frame.

Committee Suggestions

There needs to be a method whereby the administration collects suggestions, emails and correspondence; routes each to the appropriate staff or director; and ensures that the homeowner receives a response in a timely fashion; in other words, a tracking system.

- The suggestion box should be emptied every working day.
- Emails addressed to the general NECA mailbox should not go to the GM's computer, rather to one of the staff.
- Mail should be received at a central location and, if not addressed to a specific individual, opened and routed to the appropriate staff/director.

Ideally, the same person should handle all of the above. In most businesses, that task would fall to the receptionist/secretary. The committee has no way to determine the job descriptions of the present staff; therefore, has no suggestion regarding who should be tasked with the foregoing. (While not the purview of this committee, it would seem that the lack of current job descriptions for its employees would hinder the overall operation of an association the size of NECA's and make the fair distribution of tasks impossible. By copy hereof, we ask that the Personnel Committee address this matter.)

Regardless, each suggestion, email or correspondence which expresses a concern, should be logged in, a notation made regarding to whom the item was forwarded and, finally, the date of a response (if appropriate).

Attached is our suggestion for a revised Suggestion Form. We believe it is more friendly and useful.

Bill Coste

Committee Chair

Original:

Newtown Estates Community Association Suggestion Form

The NECA staff & Board of Directors will use suggestions placed in this box for informational purposes only. We kindly ask that members who wish to receive a response from the Board of Directors submit a letter to the NECA Front Office, attention NECA Board of Directors. Thank you for your input!

Suggestion (please print) ____ (multiple lines)-

NECA will review your suggestion only if the following information is provided:

Name: _____ Address:

Home Phone: _____ Alternate phone: _____

Place your suggestion in the Newton Suggestion Box or
mail to NECA, 98-456 Kaahele Street, Aiea, HI 96701

Suggested Revision:

Newtown Estates Community Association Suggestion Form

*The NECA staff & Board of Directors welcomes and encourages suggestions from residents.
MAHALO!*

Date: _____

Suggestion (please print) ____ (multiple lines)-

To receive a response, please provide the following information:

Name: _____ Address:

Phone: _____ Email:

Place your suggestion in the Newton Suggestion Box, turn it in to the Front Office of the Recreation Center, or mail to NECA, 98-456 Kaahele Street, Aiea, HI 96701

*For office use only: Date received*_____ *Forwarded to*_____ *Date of Response* _____