

Villages at Quail Run

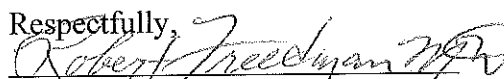
To: Quail Run Unit Owners
From: Quail Run Board of Governors ("BOG")
Date: June 29, 2010
Subject: Communication Guidelines

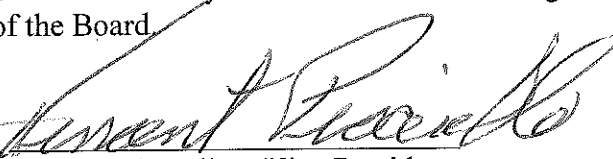
The primary purpose of the Board of Governors is to establish policies and procedures for the management of Quail Run, which are then monitored and enforced by our selected management company. It is expected that individuals who volunteer for the position will bring their knowledge, life experiences, and expertise of various matters to good use during their deliberations. The position of being a member of the Board of Governors is purely voluntary.

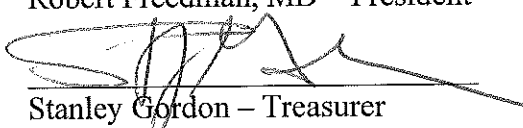
There are one hundred fifty owners who look to the Board to make decisions on matters that concern all of us including, but not limited to issues such as maintenance, capital improvements, fiscal matters, procedures, planned and unexpected renovations, and regular review of governing rules and regulations. Board members shall not be expected to be the first line of contact for routine issues that properly should be handled by the manager, nor will they be individually available to answer routine questions. The Board owes a duty to the association of unit owners, and not to any one individual unit owner, in discharging that duty. The Board will consider what they feel is best for the entirety in making its decisions, and that may not always be what any individual unit owner might like.

The Board has determined that there is a need to establish some guidelines for efficiently handling the many letters and emails from the Quail Run unit owners. This will serve to better utilize the time of Board members and to minimize any individual biases that might affect the overall governance and authority of the Board.

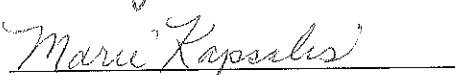
Respectfully,


Robert Freedman, MD – President


Vincent Picarello – Vice President


Stanley Gordon – Treasurer


Dianne Potter – Clerk


Marie Kapsalis – Member at Large

Attachment: VQR Communication Policy and Procedures

Villages At Quail Run

Communication Policy and Procedure

In order to efficiently and effectively respond to owner communications and best utilize the time of Quail Run property management and Board members, the following guidelines will be effective immediately:

1. All communication or questions regarding an owner's unit or the Quail Run property should be addressed to the Property Manager whose address, e-mail address, and phone number are listed in the Quail Run "Address and Telephone Directory". This information is also provided on the Quail Run web site.
2. Communication addressed to the entire Board regarding governance or policy changes will be reviewed by the entire Board and a consensus reached at the next Board meeting before any response may be given. The Board may choose not to respond to every communication.

A response from any one member of the Board is to be considered their own personal opinion and shall not be binding on the entire Board at that time or in the future.

3. Any communication from any owner addressed to any one of the Board members relating to oversight governance, issues on the property, etc. must then be referred to the entire Board and reviewed at the next board meeting for consideration before a reply may be considered. Issues that can be best handled by property management will be forwarded to them for further action.
4. Personal communications addressed to any board member may be answered as appropriate by that board member. Again, there is a possibility that the board member may choose not to respond, or he/she may choose to forward it to the BOG or the property manager to minimize any individual biases that may effect the overall governance and authority of the BOG