



IronOaks at Sun Lakes Standing Committee Charter Unit Captains

1. Committee Type:

1.1. Standing committee of Sun Lakes HOA 3 (DBA IronOaks Homeowners Association), with authority to make specific recommendations to the Board of Directors ("Board").

2. Purpose:

2.1. The purpose of the Committee is:

2.1.1. To establish and maintain both an ad hoc and recurring means to assure that all official HOA and Unit-related communications has been received by Homeowners in their Unit.

2.1.2. To provide feedback from Homeowners via Unit Captains meetings, or emails to the Chair and/or Director of Communications.

2.1.3. To work in concert with other Committees and staff members..

2.1.4. This Board committee shall exist in perpetuity.

3. Authority:

3.1. The Committee shall have responsibility for the specific duties described below and the authority to undertake such other duties as are assigned by the Board.

4. Organization:

4.1. As set forth in the Standing Committee General Requirements.

5. Meetings and Procedures:

5.1. As set forth in the Standing Committee General Requirements.

6. Responsibilities:

Including but not limited to the following:

6.1. Communications Role

6.1.1. Continually provide observations, suggestions, concerns and input from Homeowners, and recommend enhancements to the Board as reported by Unit Captains to the Chair.



IronOaks at Sun Lakes Standing Committee Charter Unit Captains

- 6.1.2. After a timely review of each item, forward items to the General Manager and the Director of Communications for resolution and recommendations to the appropriate party.

6.2 Unit Captains

- 6.2.1. Chair will recruit Unit Captains representatives from each Unit and those Captains will, on behalf of the Board and membership, foster effective communications within their units and feedback from Homeowners utilizing the following methods:
- 6.2.1.1. Attend open meetings of the Board to ensure reasonable understanding of the issues and motions discussed.
 - 6.2.1.2. Meet at least once per month, or as often as the Chair determines is desirable, to discuss information from other Unit Captains and concerns or issues from Homeowners.
 - 6.2.1.3. Secure email addresses from residents in their Unit; forward to the Director of Communications to ensure the HOA database is current and accurate.
 - 6.2.1.4. Provide timely reminders of announced community events, Board meetings, seminars, workshops, election, volunteer opportunities, as well as due dates for ballots and HOA assessment fees.
 - 6.2.1.5. Be aware of rumors, gossip or misinformation and guide Homeowners to people and places where reliable, factual information may be found.
 - 6.2.1.6. Encourage Homeowners to become better acquainted with the HOA website and assist them in locating the information they are seeking.
 - 6.2.1.7. Encourage Homeowners to use the Comment Card system (manual or electronic email) for concerns, questions and kudos.
 - 6.2.1.8. Maintain the "neighborhood" quality of their Unit by informing Homeowners of all activities, social events and issues that are specifically related to or sponsored by their Unit.