

WHITE HORSE PARK COMMUNITY ASSOCIATION:

It is good to see that the community is using our park email to share their concerns with the Board. We very much appreciate the opportunity to answer your questions, however we would like to explain that responses will not be immediate. We have become a society that expects instant results, and when we don't get them, we sometimes don't feel heard and can become angry because we feel that we are being ignored. The Board is challenged in that we really should be working collaboratively to respond to owners, as our stand-alone perspectives are sometimes inadequate. In an effort to communicate more effectively, we would like to explain how we will be answering emails moving forward. Although we may read the emails each day, the answers that we provide will not be made and shared from just one Board Member, as has been done in the past. Having one person on the Board share his/her opinions for the entire BOD has caused problems. Moving forward, we have decided that after receiving an email from anyone in the community, we as a Board will collectively decide on a proper response, and this will take time. Please remember that this is a volunteer position. We are working on other WHP issues in addition to fulltime jobs and families. Our intention will be to answer each question within one week. As an additional effort to improve communication, we will share general inquiries and responses with all owners who have e-mail addresses on file in the office. If you do not have an e-mail address on file, please consider providing one. If you are not receiving e-mails, please contact Billie, in the office, to be sure your information is up to date. Again, we appreciate your patience with this new process, and we hope that the effort to be more transparent is helpful.

Take care,

Melissa, Tim, and Terri