

Crystal View Estates

Board Operating Protocols

Adopted August 2, 2023

The CVE Board of Directors has adopted the following Board Operating Protocols as a means of ensuring that meetings are conducted in a fair and efficient manner. Members are encouraged to review these protocols and to consider how to apply these same principles when they are engaged in Association meetings, gatherings and events.

- Annual Goals: Each year, the Board will identify the vital few goals, and deliverables for those goals, that are the top priority for the Board to accomplish that year. We will refrain from pursuing our individual objectives if they would distract or interfere with accomplishment of the top priorities identified by the Board.
- Preparation for Meetings: We will come to Board meetings on time. We will come prepared to address the issues on the agenda, having reviewed the materials provided in advance of the meeting.
- Respectful Civil Debate: We will give each other and members of the Association the benefit of the doubt that they intend what is best for our Association. We will treat everyone with fairness, trust, and respect and we will engage in civil debate of issues. Personal attacks will not be tolerated and will be addressed in a timely manner.
- No Surprises: We will not surprise each other with issues that are not on the agenda.
- Issue Ownership: We will encourage members of the Association to present their own issues and proposals rather than carrying the ball for them.
- Efficient Meetings: We will conduct our meetings efficiently, making our points as succinctly as possible. Board meetings are not expected to go more than 2 hours as a general rule.
- Member Involvement: We will treat Association members as partners in our deliberations. We will make information on issues we are considering readily available to the Association in a form that is easily understood. We will provide opportunities for Association input at several stages in our study and development of major policies and plans.
- Decision Making; In order to formulate and execute sound decisions, the board agrees to:
 - Provide for input from all concerned when possible.
 - Clearly communicate decisions that are made.

Guard against creating the impression that any single board member decides in place of the whole board; board decisions are made by the whole, not individuals.

Once a board decision has been reached, all board members support the outcome.

- Communications: Emails from HOA members and from persons outside the Association will be responded to by the Board President after the majority of Board members have agreed with the response, unless the request is simply factual in nature (i.e. “what date/time is.....”). All emails from the CVEHOABOARD gmail account will come from the president, or have the president’s permission to send, and will be copied to all Board members.
- Email Voting: Any Board vote by email must be unanimous either for or against, or else it must be discussed at the next Board meeting and a vote taken then.
- Responding to Complaints and Concerns: When a board member is contacted by an Association member who has a complaint, he/she will:

Listen to the individual’s concern.

Remember that anything a director says as an individual could be given the meaning by the listener as the “position of the board” and therefore a board member will be careful not to give the appearance of agreeing with the person when he or she means to actively listen or to listen sympathetically

If the complaint or concern is with another property owner, inquire if the person has taken the issue up with them. This is the first step in resolving the complaint and board members should be prepared to remind our members as such. The Board should not get involved in disputes between property owners, however if it is a compliance issue then provide the name of the board member who is in charge of compliance. If the issue is with Board policy, maintenance, or operation then ask the owner to present the issue at the next board meeting.

- Committees: A board member should be assigned as the liaison to each Committee. Committee chairpersons will be invited to each board meeting to make a report. If the chairperson is unavailable, the board liaison will be prepared to make the report. Actions, approvals, contracts, and expenditures must be approved by the Board and Committee members or chairpersons are not authorized to commit to any of those unless provided a budget by the Board and the expenses are within the budgetary amount.