

Reflection Homes Association, Inc.
Administrative Resolution 2021-2
Communication Resolution

WHEREAS 55.1-1817. Of the Virginia Property Owners act requires the board of directors to establish a reasonable, effective, and free method, appropriate to the size and nature of the association, for lot owners to communicate among themselves and with the board of directors regarding any matter concerning the association; and

WHEREAS the board needs to close parking lots and remove vehicles for periodic maintenance.

WHEREAS the board desires to provide ample notice to residents to remove vehicles from parking lot to avoid residents incurring relocation/towing fees.

NOW THEREFORE BE IT RESOLVED THAT, the Board of Directors enacts the following communication standards to govern the communication between the Board of Directors and the Association's members:

I. COMMUNICATION AMONG LOT OWNERS AND WITH THE BOARD

- A. The Board of Directors recognizes the property management provided web portal as a reasonable, effective, and free method, for lot owners to communicate among themselves and with the board of directors regarding any matter concerning the association.
- B. Lot owners can contact the board directly at RHABoard@RHA-Homes.org.
- C. Lot owners can contact the board through the property management via the property management telephone and mailing address.

II. PLANNED PARKING LOT CLOSURES

- A. Communication creation:
 - Recreation Committee Inc. shall be contacted in writing/email to request residents be able to park in the pool lot for the duration of the closure, and any stipulations for residents parking in the pool lot during the Association's lot closure. The Recreation Committee, Inc. shall be requested to respond via the same method to avoid any miscommunication.
 - The parking lot closure communication will include the following:
 - Reason for closure
 - Date and time for closure and re-opening
 - Where vehicles should plan to relocate
 - Availability and stipulations of using the Pool Parking Lot
 - Plans for tow/relocation including estimated costs to the owner for failure to remove cars
 - Parking Policy/Rule Changes, if any, the residents/owners need to be aware of (for example, changes in traffic patterns, space availability, etc)
- B. At least 30 days prior to closing the parking areas,
 - Letter/postcard is mailed to both residents and owners notifying them of the dates of closure, including rain dates, if applicable.

Reflection Homes Association, Inc.
Administrative Resolution 2021-2
Communication Resolution

- Notice of closure posted to the property management portal and/or the Association's website.
- C. At least 7 days prior to closing the parking areas,
 - Flyer distributed to each residence informing them of the closure.
 - Reminder posted to the property management portal and/or the Association's website.
- D. At least 2 days prior to closing the parking areas, a sign will be posted at the entrance to be closed.
- E. The closing is posted on the front of the newsletter the month of the closing and included on the calendar.
- F. The day of closure
 - The Association will attempt to contact owners of vehicles displaying a permit or parked in a reserved space by knocking on the door of the resident. If there is no answer, a note will be left on the door indicating the car has been relocated at the owner's expense and a description of where the vehicle can be located.
 - If the car displays no permit and is not parked in a reserved space, the car will be towed to the tow company's facility at the owner's expense.

Effective: August 23, 2021.