

COMMUNICATOR OF THE YEAR CONTEST

SECTION B: PART I – QUESTIONNAIRE

COMMUNICATION TO MEMBERSHIP

1. Does the association provide at least one form of communication with residents and use it to report substantive actions taken by the board? (e.g., website, handbook, newsletter, bulletin board) **Yes/No (3 points maximum)**
2. Which of the following does the association have as easily accessible media, either electronically or hard copy, containing information related to the governance of the good working order of the community? (Check all that apply)

<input type="checkbox"/> Essential operation information including pertinent contact information	<input type="checkbox"/> Copies of annual reports provided to membership via annual meeting or other means
<input type="checkbox"/> Frequently Asked Questions (FAQs)	<input type="checkbox"/> Monthly financial statements
<input type="checkbox"/> Governing documents	<input type="checkbox"/> Forms related to association business
<input type="checkbox"/> Rules & Regulations; Policies	<input type="checkbox"/> Pertinent neighborhood & emergency information (external to association)
<input type="checkbox"/> Approved board and special meeting minutes	<input type="checkbox"/> Recent general notices or other correspondence
<input type="checkbox"/> Annual budget and any related assessment information	<input type="checkbox"/> Access to unit owner accounts with the association (balance, payment history)

3. Does the association provide a Resident Handbook to all owners and residents at or before purchase/move in? **Yes/No (3 points maximum)**
4. Does the association have an emergency response plan in place and issue pertinent portions of the plan to owners and residents? **Yes/No (3 points maximum)**
5. Does the association have an established mechanism by which information is transmitted to residents in case of emergencies? (e.g., phone tree, email blast, door-to-door program, etc.) **Yes/No (3 points maximum)**
6. Does the association have an established mechanism by which information affecting the community is communicated in a readily accessible, timely and proactive manner? (e.g., phone tree, email blast, door-to-door program, etc.) **Yes/No (3 points maximum)**
7. Does the association use all the communication means at its disposal to solicit and praise volunteers? **Yes/No (3 points maximum)**
8. Does the board use various means of communication to inform owners and residents of the roles and responsibilities of the board, the committees, the manager, the management company, the owners and the residents? **Yes/No (3 points maximum)**
9. Does the association maintain a system of progressive communication concerning alleged covenants violations in accordance with an adopted enforcement resolution that includes due process? **Yes/No (3 points maximum)**
10. Does the association use available communication media to provide owners and residents with helpful maintenance, association, or other operations reminders on a regular and proactive basis? **Yes/No (3 points maximum)**

11. Does the association include an open forum at board meetings at which members may communicate concerns and ask questions? **Yes/No (3 points maximum)**
12. Does the association utilize town hall-type informational meeting(s) to obtain input from members? **Yes/No (3 points maximum)**
13. Does the association have a specific mechanism in place to receive, track, respond to, and document day-to-day inquiries from members? (all four are required) **Yes/No (3 points maximum)**
14. Does the association utilize surveys as a tool to gauge member satisfaction for strategic-planning purposes? **Yes/No (3 points maximum)**
15. Does correspondence related to alleged covenants violations strive to use non-confrontational phrases where possible? Please provide an example of such phrasing. **Yes/No (50 words or less) (12 points maximum)**
16. Does the board openly convey information to owners and residents alike? Please provide a recent example. **Yes/No (100 words or less) (21 points maximum)**
17. Does the association have a means to gather input from owners? (e.g., suggestions box, email link to management or board, etc.) Please provide an example of a recent suggestion that was implemented. **Yes/No (100 words or less) (21 points maximum)**

SECTION B: PART II – ESSAY

(PLEASE SEE OVERVIEW PAGE FOR ESSAY REQUIREMENTS)

The 500-word essay gives you an opportunity to describe the means and methods utilized by your association to communicate with membership. Explain how the board came to select the media used to convey information and why it is appropriate for your specific community. Explain what indicators the board uses to determine the effectiveness of its communications with membership. This is your opportunity to provide a convincing argument for the selection of your community as the standard-bearer of Washington Metropolitan Chapter Community Associations Institute's Best Practices in Communication.

As specified in the essay requirements section on the first page, the essay must be completed by a board member or other homeowner who is a current member of WMCCAI and whose signature appears below. The essay must be typed on a separate page, double-spaced, and include the applicable word count at the end. Include the author's name, contact information, member ID and title (if applicable). **The essay will be disqualified if written by a manager.**

COMMUNITY BOARD MEMBER OR HOMEOWNER SIGNATURE

SECTION B: PART III – SUBMITTALS

Provide one copy of the following as applicable:

- Resident Handbook/Welcome Package
- Most recent newsletter
- Web or similar media address including a one-time use password for full access to restricted areas
- Samples of other information distributed to owners and residents (such as directories).

WEBSITE

USER ID

PASSWORD