

To: Members of the Upper Windermere Homeowners Association
From: Chelsey Ambrosio
Subj: Follow up on official communications from the Board

Good afternoon,

First, let me introduce myself. I'm Chelsey, a new member of the UW HOA Board. I moved to Upper Windermere two years ago and am excited to be a part of this wonderful neighbourhood. I am passionate about all things community so, at the AGM in May, I decided to join the Upper Windermere HOA Board. I am also a member of the Greater Windermere Community League <http://www.gwcl.ca/> where I am currently the only active board member from Upper Windermere. I hope to bring some insights from the League to our HOA Board and vice versa, and help us move forward with improvements to our neighborhood.

At our AGM, many issues were raised during the section of the agenda reserved for new business. One of these was the ways in which the Board shares information with homeowners. As many of you might be aware, there's been a fair amount of chatter on our Leisure Centre's Facebook page about the delay in opening the pool, including a lengthy "open letter" addressed to the Centre's manager, Kristen, and Core Management, that asked about this among other HOA topics.

On behalf of the Board, let me say that we have heard you. In fact, at our initial meeting on June 12, our first agenda item was to discuss how to have more open, informative and timely communications to our HOA members. The Board respects that you pay fees for which you expect a certain level of service. As a result, the Board struck a small committee that will deliver a plan to improve communication activities, and this committee is meeting next week, to get to work. I will lead this committee, and I'll report to members on our progress right after our first meeting. Our intention, among other things, is to open up a forum separate from the Leisure Centre Facebook page for general HOA topics including those mentioned in the "open letter." It is the committee's hope to provide greater clarity into how you can ask questions and get the answers you need, and to post information as it becomes available. We will be working closely with Kristen and Core Management to address member's concerns and improve communication.

If you have any special suggestions or concerns, please reach out to me directly at upperwindermereconnect@gmail.com so that I can bring your voice to the committee or the Board, as appropriate.

Thanks,
Chelsey