

Carleton Condominium Corporation No. 486  
POLICY STATEMENT #19 – CORRESPONDENCE

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Policy #19 serves to formalize and document existing procedures relating to correspondences received by CCC 486.

All correspondences addressed to the Corporation (CCC 486), the Board of Directors, to individual Board members and/or to Management, which are received either in person, by mail or by courier at the Superintendent's Office located at 100 Grant Carman Drive or at the Managing Agent's offsite offices, are to be handled as follows:

- Opened by the Property Manager;
- Acknowledged by the Property Manager. Acknowledgement to be either in writing, in person or by phone at the Property Manager's discretion, based on the nature of the correspondence;
- Issues which fall within the Property Manager's scope of authority, such as Requests for Service, Rules Enforcement, etc., are to be handled without further Board involvement and a copy of such correspondence shall be placed in the correspondence binder, for board review at the next monthly meeting;
- Issues which require new policy directives or a change in policy directive shall be placed on the monthly meeting agenda for consideration by the Board of Directors;
- Decision made by the Board relating to items placed on a board agenda shall be confirmed in writing by the Board by way of: correspondence from the Board to the Owner, or by way of notation in the Board minutes, at the Board's discretion;