CSPA Welcoming Committee Roles and Responsibilities

Purpose:

To make personal contact with new homeowners and renters regarding living and participating in the Chadwick Square Park Association.

Committee Responsibilities:

1. Maintain a supply of Bethlehem Chamber of Commerce packets.

2. Receive notification from the Management Company of the arrival of a new homeowner or renter. Or, as you become aware of the arrival of a new homeowner or renter, notify the Management Company and request that CSPA materials be mailed.

3. When contacted by a new homeowner or renter, confirm their receipt of the Welcome Packet from the Management Company.

4. Set a convenient time to meet with the new homeowner or renter to:
   a. Invite participation in the community, Association, Board and its committees
   b. Invite questions and provide referrals or clarifications about the Welcome Packet
   c. Review a list of Covenants and Board Policies most often violated
   d. Review procedures for:
      i. Requesting exterior changes
      ii. Reporting concerns and complaints
      iii. Compliance violations
   e. Review rules for the use of:
      i. Common Grounds
      ii. Association Facilities
   f. Offer/leave behind:
      i. Bethlehem Chamber of Commerce information packet
      ii. Your phone number for any additional questions or future referrals
5. Report to the CSPA Board of Directors at the monthly meeting and according to Board policies and procedures.

6. Request that the Management Company send a second Welcoming Committee Postcard if the homeowner or renter does not reach out to the Welcoming Committee within 3 weeks.

**Management Responsibilities**

1. Notify the Committee Chair or Board President of new homeowners and renters.

2. Mail each new homeowner a paper copy of the CSPA Welcome Packet including:
   a. Welcoming Committee Postcard
   b. Community Directory Information Form
   c. Community Directory
   d. Website Access Information
   e. Articles of Incorporation
   f. Amended Covenants, Declarations and Restrictions
   g. By-laws
   h. Board Policies
   i. Board member list

3. Mail each new renter a paper copy of the following CSPA materials:
   a. Welcoming Committee Postcard
   b. Community Directory Information Form
   c. Community Directory
   d. Website Access Information
   e. Board member list

4. As requested by the Committee Chair or Board President, mail a second Welcoming Committee Postcard to a non-responsive homeowner or renter.