

## **Nether Edge Living Communications Policy update – June 2018**

### **Background**

The existing NEMC Communications Policy has not been updated for several years (last revised October 2013).

Following feedback from some leaseholders and residents that they have experienced difficulties communicating with the Board, alongside a period of high turnover in Board membership and facilities management staff, the Board committed to producing a new Communications Policy prior to the next AGM.

### **Aims of the Policy**

The primary aim of the Communications Policy is to enable effective communication between the Board and the shareholders of the Company in respect of the decisions and activities it undertakes in the management of the development and, where they affect residents who are not shareholders, to provide relevant information to them.

The Policy will clarify how leaseholders and residents can communicate with the Board and Facilities Management and set out the best / most appropriate way to do this.

### **Where do I find information about the Development?**

#### Website

The main source of general information about the development for leaseholders, residents, and the general public, is the Nether Edge Living website: [www.netheredgeliving.co.uk](http://www.netheredgeliving.co.uk)

This contains general information about the Estate and Leisure Suite, as well as a 'Residents' Area' accessible by log-in with more in-depth information. If you are a resident and do not have a log-in, please contact the estates office.

The Residents' Area also contains:

- Estate Office updates and advance notices, e.g. of leisure suite closures
- Board decision logs
- Details of Annual General Meetings
- Out of hours emergency contact details

#### Nether Edge Living newsletter

- The newsletter is circulated by the Estates team via email on a quarterly basis and contains general updates

## Estates Office

The estates office is staffed in-hours

Estates email: [estatesoffice@netheredgeliving.co.uk](mailto:estatesoffice@netheredgeliving.co.uk)

- This address should be used for any general enquiries about site maintenance.

## **How does the Board communicate with leaseholders?**

### Email

The main way in which the Board communicates with leaseholders is via email.

It is the responsibility of all leaseholders to ensure that the Board have up to date contact information, to include:

- Name of leaseholder(s)
- Address of leasehold property
- Correspondence address for non-resident leaseholders
- Email address
- Telephone number

### Annual General Meeting

The Board will hold an Annual General Meeting, usually in June or July.

Questions about agenda items can be submitted to the Board email address: [nemcboard@outlook.com](mailto:nemcboard@outlook.com)

## **How can leaseholders communicate with the Board?**

### Email

The Board can be contacted on the NEMC Board email: [nemcboard@outlook.com](mailto:nemcboard@outlook.com)

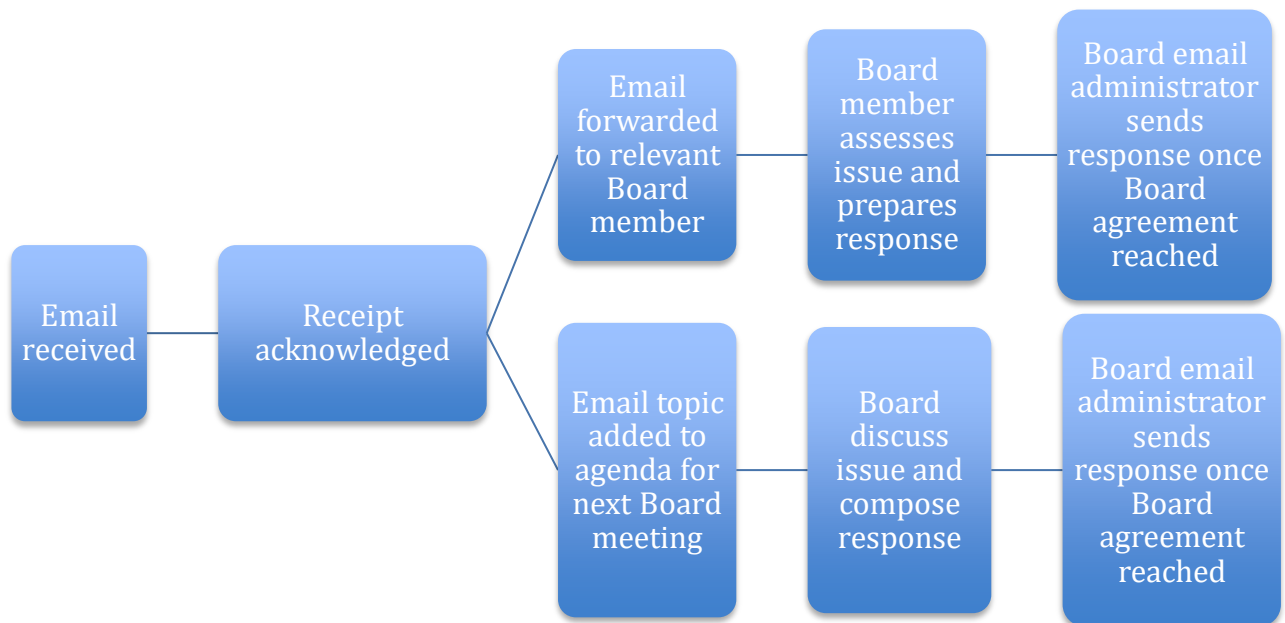
This email account is where leaseholders can contact the Board. It is monitored on a twice weekly basis and is therefore not suitable for urgent enquiries, e.g. urgent maintenance issues.

This address should be used for:

- queries for consideration at the next Board meeting, e.g. consent for property alterations
- opinions on site issues the Board has requested feedback on

- suggestions of site issues that a resident feels the Board should be aware of / look in to
- general enquiries for the Board

On emailing the Board, members can anticipate an acknowledgement of their email within five working days and an indication of what will happen as a result of their email. This will then be followed up with another email once the Board has met.



#### NEMC Board drop in sessions

- The Board will hold drop in sessions on a quarterly basis. Dates for drop in sessions will be published on the website and in the newsletter.
- Drop in sessions will take place in the Leisure Suite and provide an opportunity for leaseholders to speak directly to Board members about any issues they wish to discuss
- Please note: No decisions or feedback on issues can be provided at these drop-in sessions unless the Board has previously discussed the issue at a full Board meeting and decided its approach