

Resident Concern Form Protocol

Purpose of the Resident Concern Form:

- **Documentation:** Provides a clear, documented trail of resident concerns and their resolution process.
- **Liaison Role:** The Board acts as a liaison between residents and Hometown America for timely resolution but is not responsible for resolving HTA concerns.
- **HOA Responsibility:** The Board addresses HOA-related concerns directly and promptly.
- **Follow-Up Expectation:** Residents should receive a response within 72 hours acknowledging receipt of their concern and confirming it is being addressed.
- **Tracking and Trends:** Forms help track recurring issues to identify systemic problems and inform the Board's actions.
- **Preferred Method:** Electronic forms are encouraged; paper forms can be deposited in the clubhouse mailbox.

Protocol:

1. Oversight:

- Assign a TWHOA Director to manage the program.
- Ensure all concern forms (electronic and paper) are monitored and properly distributed:
 - HTA concerns go to the park manager.
 - HOA concerns go to the HOA President for Board discussion and resolution.

2. Documentation and Reporting by the assigned Director:

- Maintain a binder of all concerns and resolutions.
- Track progress and updates directly on the concern forms.
- Present a summary of concerns and resolutions at monthly Board and Membership meetings.

3. Address Systemic Issues:

- Identify and record recurring problems.
- Develop swift and comprehensive solutions to prevent future occurrences.

This structure keeps the process clear, consistent, and actionable for all parties involved.