

# SHOA Information Request Process

## 1.0 Purpose

In an effort to encourage interaction between the SHOA Board of Directors and SHOA members, it has been determined that the SHOA Board will adopt and implement a process to manage record and information requests from SHOA members related to Board activities.

## 2.0 Scope

This document and procedure applies to all SHOA Board and SHOA members in good standing. Renters, or any parties who do not pay HOA dues to SHOA are excluded from this agreement, as well as access to such records. The President of the SHOA Board shall be responsible and accountable for the implementation of this procedure.

## 3.0 Definitions

Term	Definition
SHOA	Salishan Home Owners Association
HOA	Home Owners Association
SHOA Member	Any person (entity) that pays HOA dues to SHOA
Renter	A person who pays rent to an owner but has no voting authority on SHOA activity
SHOA President	The person elected to hold the office of SHOA President at the time this process is utilized
SHOA Manager	The person employed to manage SHOA property and serve as the custodian of SHOA records
Record / Information	Any information directly related to SHOA business that is not readily available through Board Meeting minutes, or other SHOA information dispersal methods.
Reasonable Request	A request for information made by a SHOA member that is determined by the SHOA President or the SHOA Board to be in the interest of the SHOA member.

## 4.0 Procedure

**4.1** A SHOA Member has determined the need for access to a record in the custody of the SHOA Board

**4.1.1** The requestor shall provide reasonable explanation for their need for the record

**4.2** The SHOA Member will make a request for the specific record to the SHOA President in one of two ways:

**4.2.1** Email notification to the SHOA President

**4.2.1** Written request made during a scheduled board meeting

**4.3** Within five business days of the request, the SHOA President will review the request and determine whether the explanation for the request is reasonable in nature

**4.3.1** If the request is determined to be NOT reasonable, the SHOA President will raise the request for approval of the entire SHOA Board at the next scheduled board meeting.

**4.3.1.1** If the SHOA Board determines with a vote that the request is not reasonable, the results of the vote will be recorded in the minutes accompanied by an explanation of the request that was made.

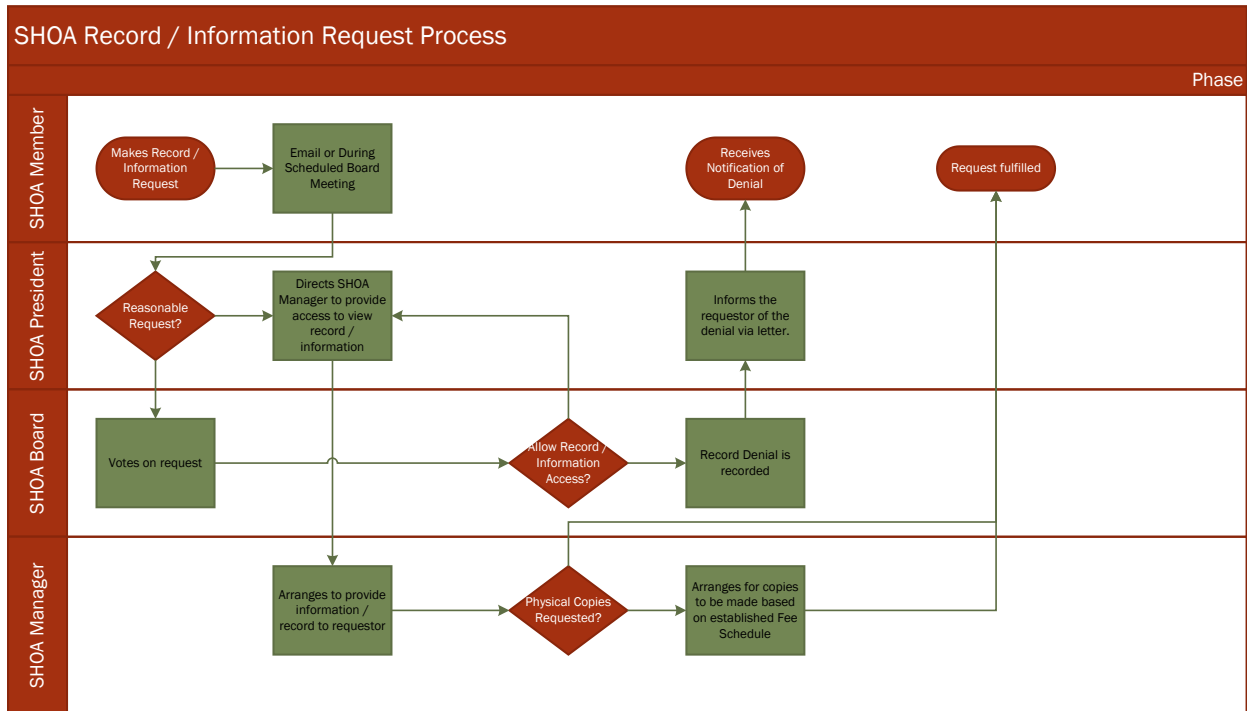
**4.3.1.2** The SHOA President will send the requestor a letter

**4.4** Upon determination of a reasonable request, the SHOA President will direct the SHOA Manager to collect and provide access to the requested information to the requestor.

**4.4.1** When the SHOA Member requests a physical copy of the information or record, the SHOA Manager will provide such copies within five business days after the decision by the SHOA President based on the fee schedule referenced in paragraph 5.1.

**5.0 Reference Documentation**

**5.1 Record / Information Request Process workflow**



**5.2 Physical copy request Fee Schedule**

Pages Requested	Fee
1 – or more	\$1.00 / page

**5.3 Documents that can be requested**

- SHOA Lot condition reports
- Project bids
- SHOA insurance information

**6.0 Change / Revision History**

Revision / Change	Date	Changed By:
Initial Distribution	2/20/2017	