

Management Company Communications Strategy

Introduction

Moorhaven Village consists of around 111 homes and a population in the region of 250 people. The village is incorporated and is managed by a Board of Directors for The Moorhaven Village Management Company. The Directors are elected by the shareholders and there is an Annual General Meeting when the Board reports to shareholders, elections may take place, issues may be raised, and resolutions proposed. The Board meets monthly and deals with a range of issues affecting the village, from budgetary matters, planning, buildings and environment to correspondence from residents. Communication between the residents and the management board is essential to deal with company matters and in order to ensure villagers are aware of what's going on in Moorhaven.

Aim

The aim of a communication strategy is to ensure that all information, either from the Board or from shareholders or residents reaches those it concerns in an effective and constructive manner.

Style

Communication from the Board will be open and honest. The Board will endeavour to provide all relevant information bearing in mind the need for confidentiality on personal matters. Communications will always be respectful and straightforward using clear language. In outlining the Board's values it is expected in return that any communication to the Administrator and /or the directors will be courteous and respectful in order to promote and maintain healthy relations.

How

There are a number of mediums for communication, as follows:

- Management Board Minutes
- The Gazette
- Moorhaven Website
- Village bus shelter
- Notice Boards, main drive
- Email to the Administrator
- Letter to the Administrator
- Face to face discussion with a Board member

Management Board Minutes: These are a summary of Board Meeting of MMC and represent decisions made or action to be taken to deal with a particular issue. By their nature they summarise the discussion of a Board meeting and are not intended to be a full account of issues. The minutes of board meetings are completed by the Administrator and will be published within 10 days of the meeting. The preferred means of distribution is by way of the Moorhaven website, although residents' hard copies will be delivered. Items submitted by shareholders for discussion by the Management Board

must be received preferably at least 7 days prior to Board meetings which are usually held on the first Monday of each month.

Moorhaven Gazette: The Gazette is published quarterly by Peter Rowlands, who is also the editor. Its production is aided by funds from the Management Company but the content is not controlled by it. Again, the preferred means of distribution is via the Moorhaven Website, although hard copies will be delivered to each home. As a quarterly publication the aim is to make each issue an entertaining reflection of life in Moorhaven, its residents and social events which have taken place in the previous quarter. Residents are encouraged to contribute to the gazette and the deadline for each publication will be notified via the village website.

Moorhaven Website: The website was set up by David Roe who is also the Webmaster. The web address is <http://www.moorhaven.org.uk/> This is a useful focus for communication within the village, whether it's Management Minutes, Moorhaven Gazette or the opportunity for residents to contribute via the Message Board. Indeed the website is an invaluable community resource and used effectively it can be a dynamic means of communicating information around the village.

Village bus shelter: The bus shelter is situated on the main drive, opposite Centre Court. It is the village notice board and is free to residents to advertise events and 'For Sale' items. It also has a map of the village and other village information. Volunteers maintain the bus shelter by keeping it clean and tidy and by ensuring the display boards are current and in good order

Notice Boards, main drive: Two notice boards are situated at the bottom of the main drive and are effective for 'Impact' advertising of village events. As vehicles move in and out of the village, eye catching posters draw attention to future events. They are not intended to encourage drivers to stop and examine detail. Agreement should be obtained from the Administrator for use of the notice boards.

Company Administrator: Communication to the Management Company is via the Administrator at the office, situated in the upper car park. Correspondence may posted at the office and the Administrator will acknowledge receipt within 7 day(s) and respond in full as soon as practicable. Emails may be sent to the Administrator at this address: moormancoltd@aol.com If the matter can be dealt with without reference to a Director, the Administrator will respond as soon as practicable. If the matter needs to be referred to Directors a full reply will be sent as soon as the issue has been considered. An acknowledgement explaining any delay should be provided to any resident.

Directors: Details of current Directors can be found via the Moorhaven website; <http://www.moorhaven.org.uk/Information/committee.htm> They will usually be pleased to meet any resident to discuss issues and can be contacted by their preferred means as detailed on the website. It should be noted that to ensure a matter is properly recorded and actioned, a letter, email or telephone message should be left with the Administrator, even when a matter has been raised in conversation with a director.

Media: The media are often interested in events at Moorhaven and where requests for comment or interview are received concerning matters within the remit of the Management Board we will always seek to support such requests by providing a response. Such matters should be referred to the Chairman who will respond or arrange for a response by the most appropriate member of the Board.

