

## **Board Policy for FLCA Office Support**

**It has come to our attention that some homeowners are putting extraordinary and time consuming requests on the FLCA site manager and staff, for document copying and in-depth reviews of various community issues. In order to retain focus on the administrative, financial and maintenance-related needs of Forest Lakes, the Board has approved the following procedures and charges which will apply effective immediately:**

- **Single copies of key Forest Lakes documents are always available at the FLCA office at no charge (and are posted on the Forest Lakes website [www.forestlakes.net](http://www.forestlakes.net) ).**
- **The site manager is always available to answer simple questions and meet briefly with homeowners, to accept constructive comments and suggestions, to take requests for maintenance or other matters requiring attention.**
- **Requests that in the judgment of the site manager and/or staff require substantial time to research issues, copy documents or involve related activities that are beyond normal business transactions will need to be requested in writing at least 5 days in advance, and will be subject to charges to the requestor at a rate of \$25 per hour and \$0.15 per copy (\$85 per hour for those situations in which the Community Group Richmond headquarters staff is involved – requestors should normally rely on the local FLCA Office).**