

Committee Guidelines

Committee Name: Vendor Relations Advisory Committee

Committee Scope: Partnering with the property manager to establish regular check-ins with selected vendors, to define a clear process for reporting concerns, to provide constructive (positive or negative) feedback to vendors, to solicit feedback from vendors, to highlight vendors that provide exceptional service, and to help address under-performing vendors.

Members: Up to 5 total: Chairperson + additional 2-4 members

Meeting Cadence: As determined by the committee

Reporting Cadence: Monthly to the Board

Standard Operating Procedures:

- **Regular Communication with Vendors:** Establish periodic check-ins (at least monthly or quarterly) with selected vendors through the property manager to ensure ongoing dialogues and proactive problem-solving
- **Issue Escalation Process:** Develop and utilize a Committee-defined process for reporting concerns. This may be in addition to homeowner reports to the property management company, who in the course of doing business will raise the issue with the vendor, ensuring it's addressed before it worsens.
- **Feedback Loop:** After every significant interaction (e.g., after large projects or regular maintenance), solicit feedback from the vendor and provide them with constructive feedback on their performance. This helps maintain a professional relationship and encourages vendors to continuously improve. Formal feedback from the community may be obtained as part of a general community survey or related tools in coordination with the Communications Committee and the Board.
- **Vendor Performance Reviews:** At scheduled intervals (e.g., annually), assess vendor performance based on contract deliverables, timeliness, quality of work, and cost-effectiveness. Exceptional service can be recognized, and underperforming vendors can be addressed.
- **Documentation and Transparency:** Maintain a log of all interactions with vendors, including feedback and issues raised. Vendors should use their unique gate code to verify presence in the community. Site visit logs are to be provided upon request. This creates accountability and can be used to assess the ongoing viability of the relationship.

Budget: A budget for projected annual expenditures shall be submitted to the Board for approval. Committee expenditures should be within budget and are to be submitted to and approved by the Board.

Communications: The Committee will prepare an annual report summarizing vendor performance