**New Process for Residents to Follow Starting January – 2025**

Communication is an important tool in getting things done quickly and efficiently when living in a homeowner’s association community. We have researched other HOA processes and taken the best results in implementing a new method in utilizing a better way of not only communicating, but also keeping good records of questions and concerns that come in from residents. Many times, in verbal conversations, things can get lost in translation. Record keeping avoids those conversations from “falling through the cracks.” So, with that being said, we are revamping our processes for 2025.

As everyone knows, we now have a three-panel board consisting of a President, Treasurer, and Secretary. Carolin, Kenneally, our property manager communications will be directed through our email account at [**thoagreens@gmail.com**](about:blank)**.** There will be no verbal conversations, (in-person or by phone) directed at any of the three board members regarding HOA business. Now you may feel that this is impersonal, but you must understand that by putting everything in writing, not only will the board members have a record of any question, concern, or issue, but so will our property manager. Everyone will see everything at the same time. Anything that needs review or discussion will be managed electronically on a daily basis during the week. There is nothing that will be left undone. Should Carolin need to contact you for any reason, she will be able to do so easily, if we have everyone’s email address and phone number. For those of you who do not have email … and there are only a handful of people who do not have email, you will be able to drop your written concern off at the Greens mailbox located at the Pinehurst Pond. We will continue to try to respond within 24-48 hours after receiving your written requests whether by email or by hard copy. This process has been successful and improved communication in other communities, and we are hoping to see the same good results here in the Greens.

Another tedious process the board has encountered in the past is having to attend the business meeting every month, except for December. In today’s world, HOA boards tend not to meet monthly. Most business can be conducted electronically. Some meet quarterly, some meet three times a year and others only have the annual members’ meeting. So, for 2025, we will be meeting as follows:

January 21, 2025 – 5:00 p.m. Regular Business Meeting – Schererville Town Hall

June 16, 2025 – 5:00 p.m. Regular Business Meeting – Schererville Town Hall

October 21, 2025 – 5:00 p.m. Annual Meeting - Schererville Town Hall

Several residents are already using email to communicate with the board. We are hoping that the remaining residents will follow (via email or by phone) the instructions set forth and will be pleased to see the positive results and quick feedback. Thank you for your cooperation in moving forward with our new communication efforts