

Sardis Forest Patio Homes

Vendor Communication Policy

Date: August 20, 2016

Executive Summary

The Sardis Forest Patio Homes Board of Directors recognizes that clear and effective communication is essential in maintaining successful vendor relationships and achieving quality outcomes. The Board has designated Cedar Management Group as the primary contact for vendor communications, including negotiations, scheduling, and payment. However, there are some vendor-related circumstances when a Board member is on site and more easily accessible to a vendor. In these instances when a Board member is communicating directly with a vendor, Sardis Forest Patio Homes Board of Directors has developed this Plan to promote communication between the Board, and Cedar Management Group, and vendors.

1. Vendors will contact the Community Manager of Cedar Management Group whenever possible.
2. Board members will obtain information in writing from the vendor and send to Cedar Management Group or another Board member.
3. If unable to obtain information in writing, summarize the conversation with vendor in an email to Cedar Management Group with a copy to the Board President.
4. The personal phone number for the Community Manager of Cedar Management Group should never be given to the vendor.

Obtaining vendor information and communicating and forwarding to Cedar Management Group and/or additional Board members as needed will minimize misunderstandings and ensure all parties are properly engaged.

Introduction

Sardis Forest Patio Homes Board of Directors recognizes that communication between vendors, the Board, and Cedar Management Group can be improved. Board members are on site and easily accessible to vendors for communicating, and critical information needs to be conveyed to the Community Manager of Cedar Management Group. Communication gaps and misconceptions can be minimized with a clear vendor communication plan.

This Plan provides a roadmap for Sardis Forest Patio Homes Board of Directors and Cedar Management personnel regarding methods and means of vendor communication to:

- Bridge communications gaps between the Board, Cedar Management Group and vendors
- Eliminate miscommunications
- Build upon our current communication policies and guidance
- Enhance and maintain our vendor relationships

Roles and Responsibilities

Cedar Management Group

The Community Manager serves as the primary contact for vendors.

Sardis Forest Patio Homes Board of Directors

These individuals are responsible for obtaining vendor information in writing whenever possible and sending it to the Community Manager at Cedar Management Group and the Board President. When documentation is unavailable, a summary of information will be forwarded in email. The Community Manager's personal phone number should not be given directly to vendors.

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