

## **SSC HOA Welcome Committee Charter**

### **Purpose**

To create a welcoming and supportive environment for new residents of the Sanctuary on Spruce Creek (SSC) by providing essential information, fostering community engagement, and serving as a knowledgeable resource.

### **Scope and Objectives**

- New Resident Integration:
  - Facilitate a smooth transition for new homeowners into the SSC community.
  - Ensure new residents are well-informed about community rules, resources, and local services.
- Information Dissemination:
  - Provide accurate and up-to-date information regarding HOA policies, local services, and community resources.
- Community Building:
  - Develop and implement initiatives to enhance resident interaction and support.
  - Promote a sense of belonging and encourage participation in community events.

### **Responsibilities**

- Welcome New Residents:
  - Establish a process for coordinating with our Property Management Company in welcoming new homeowners (e.g., personal visits, phone calls, etc.)

- Deliver a comprehensive Welcome Packet containing essential information.
- Provide Essential Information:
  - Compile an up-to-date Welcome Packet, including:
    1. HOA governing documents.
    2. Trash collection and recycling schedules.
    3. City water restrictions (ref: <https://www.port-orange.org/241/Current-Water-Restrictions>)
    4. Port Orange information and contact details (utilities, alerts, etc.).
    5. The Welcome Packet may also contain information such as:
      - Options for mailbox repairs/replacements.
      - Local services (doctors, schools, utilities).
      - Local maintenance vendors (A/C, lawn care, etc.).
      - Shopping and restaurant recommendations.
  - Periodically review and update the Welcome Packet contents
- Serve as a Resource:
  - Answer new resident questions about the neighborhood and HOA.
  - Direct new residents to appropriate resources for further assistance.
- Develop and Implement Initiatives:
  - Identify and implement means to share information about the neighborhood, e.g., Facebook page, website, newsletter, etc.
  - Coordinate with the HOA Board prior to implementing new initiatives.
- Maintain Records:

- Keep records of welcome packet deliveries.
- Document frequently asked questions from new residents.
- Compile and review additional information with the Board for the website which would be helpful to the neighborhood based on requests and recommendations from the homeowners.

### **Membership**

- The chairperson is appointed by the Board of Directors
- The chairperson is responsible for finding additional volunteers for the committee.
- The committee shall consist of volunteer members from the SSC HOA.

### **Meetings**

- The committee shall have meetings on as needed basis.
- A committee representative will provide a summary of committee activities will be provided to the Board at the monthly Board meetings.

### **Funding**

- Funding for committee responsibilities will be provided by the SSC HOA Board of Directors.
- The committee will provide the Board with a budget for its responsibilities.