

# DEERLAKE VILLAGE WELCOME COMMITTEE CHARTER

## **PURPOSE:**

1. To welcome new residents to Deerlake, through a welcome packet, personal contact, and an orientation session.
2. To obtain contact information from new residents (phone and email, if available), a brief bio, and a completed voting member registration form.
3. To provide new residents with an overview of Deerlake amenities and how to use them.
4. To provide an overview of Deerlake rules and policies and encourage new residents to examine the documents on the Deerlake website (or hard copies in the Armoire in the Clubhouse).
5. To provide an overview of Deerlake Committees and encourage new residents to volunteer for committee work.
6. To answer questions regarding Deerlake and, when appropriate, direct new residents to those who can answer their questions.
7. To introduce new residents to the Deerlake community via a bio in the *Deerlake Diary*.

## **MEMBERSHIP:**

Chair or Co-chairs and up to two additional members appointed by the Board of Directors.

## **RESPONSIBILITIES:**

1. **SEND WELCOME PACKET.** Once the Committee is notified of a house/condo/lot closing or a new tenant, immediately send a Welcome packet to the new owner or tenant. For owners, the Welcome packet will include a cover letter, the “Welcome to Deerlake Village” trifold, the voting member registration form (DVCA only, not condos), an overview of Deerlake rules and policies, a questionnaire requesting contact information and a bio, and a stamped, self-addressed envelope. The same materials will be sent to new tenants, minus the voting member registration form.
2. **KEEP TRACK OF NEW RESIDENTS,** including those who qualify for the next orientation and those who will be invited to future orientations. The Orientation is generally held for those new residents, including tenants and condo owners, who are residing in Deerlake. Those who have purchased lots or plan to move in at a later date will be invited to an Orientation once they reside in Deerlake (unless they express an interest in attending an earlier orientation).
3. **FOLLOW-UP PHONE CALL/EMAIL.** Follow up with a phone call or email to new residents within one week of receiving their contact info. Welcome them to Deerlake, ask them if they have any questions, and let them know they will be receiving an invitation to a Welcome Orientation if they are now residing in Deerlake – otherwise they will be invited to an Orientation once they move into Deerlake.
4. **SUBMIT CONTACT INFO & VOTING MEMBER REGISTRATION FORM.** Send contact info for new residents to the *Deerlake Diary* editor and the *Membership Directory* editor. Send the voting member registration form to the *Membership Directory* editor. Send the names and addresses of new residents to the person on the Clubhouse Committee in

charge of name tags. This info is sent for all new residents, including those who will move into Deerlake at a later date.

5. **SUBMIT BIOS.** Send bios for those new residents residing in Deerlake to the *Deerlake Diary* editor. (Bios for those who will move in at a later date should be sent once they move to Deerlake.)

6. **SCHEDULE ORIENTATION.** Schedule a Welcome Orientation every four months or when there are at least 8 closings/new tenant agreements, whichever comes first.

7. **PREPARE FOR ORIENTATION.** Reserve the Clubhouse for a 1 ½ hour time block, print out the invitations, address them and mail. Keep track of RSVPs. Those who have not RSVP'd should receive a follow-up call or email several days before the orientation. Decide who will bring snacks to the orientation, prepare an agenda, etc.

8. **HOLD ORIENTATION.** The Orientation is about an hour in length. Chairs are arranged in a circle. Guests are welcomed and name tags are distributed. Everyone introduces themselves, with guests providing a brief bio. A group picture is taken. There is a discussion of Deerlake amenities, Deerlake rules and policies, and Deerlake volunteer opportunities -- with a brief description of committees. The new residents are asked to complete a form indicating the committees on which they would like to serve (the form can be returned after the meeting). There is a question and answer period. And the new residents are given a small gift (e.g., a Deerlake license plate, baguette from Bracken Bakery, white squirrel key chain).

9. **POST THE ORIENTATION PHOTO.** After the Orientation, post the photo of the new residents on the board inside the entrance to the Clubhouse.

10. **FOLLOW UP ON COMMITTEE WORK.** If necessary, remind those who attended the orientation to return their "committee interest" forms. Notify committee chairs of new residents interested in serving on their committee.

11. **MAINTAIN DOCUMENTS.** Keep track of the documents in our files, including the list of new residents, records of orientation sessions, new resident questionnaires, and orientation materials. Any needed materials can be copied at the UPS store and charged to our DVCA account. Keep receipts for reimbursement, handing in to DVCA treasurer for reimbursement. Stamps and envelopes can be obtained from the treasurer.

### **MEETINGS:**

The majority of the Committee's communication will be conducted by email. Whenever it is deemed necessary, a committee meeting will be called.

### **ANNUAL BUDGET:**

The Chair will submit any expenses for reimbursement to the Treasurer from account 1100.

The Secretary of the Board is the Welcome Committee liaison.

This Charter approved and adopted by the DVCA Board of Directors on the 14th of June 2018.