WELCOME COMMITTEE CHARTER
DEERLAKE VILLAGE COMMUNITY ASSOCIATION (DVCA)

PURPOSE.

1. To welcome new residents to Deerlake, through a welcome packet, personal contact, and an orientation session.

2. To provide new residents with the DVCA Property Contact Information Form and Qualified Voting Member (QVM) Registration Form at the Welcome Orientation, along with instructions for returning the forms or completing them online.

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.

8. To distribute Deerlake Identification (ID) tags and car decals to new residents and to other residents who need them. To replenish the stock of ID tags and car decals as needed.

9. To maintain the Volunteer page on the DVCA website.

GOALS.

To ensure new community members feel welcome and are introduced to the great value of being a part of the DVCA.

MEMBERSHIP.

Chair or Co-chairs and up to six 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, the Chair immediately sends a ***Welcome Packet*** to the new owner or tenant. The ***Welcome Packet*** will include a cover letter, the "Welcome to Deerlake Village" trifold, an

overview of Deerlake rules and policies, a questionnaire requesting preliminary contact information (phone, email), a request for biographies, and a stamped-self-addressed envelope.

2. TRACK NEW RESIDENTS. We keep track of new residents, including the date they were sent the welcome packet, when they returned the questionnaire, when they were invited to a welcome orientation, and when the orientation was held. If necessary, send a follow-up letter to those who do not return the questionnaire in a timely matter. Note: 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 have the option of attending an Orientation once they reside in Deerlake – although they should be given the opportunity to an Orientation at an earlier date.

3. FOLLOW-UP PHONE CALL/EMAIL. We follow-up with a phone call or email to new residents within one week of receiving their contact info. We welcome them to Deerlake, ask them if they have any questions, and invite them to a Welcome Orientation. Ideally, the Orientation should be scheduled within a few weeks of the date they move into Deerlake. The Orientation may be held for the resident(s) of a single household or a few households.

4. PROVIDE DVCA WITH CONTACT INFORMATION. We send the preliminary contact for new residents to the DVCA President and Treasurer, the Membership Directory editor, and the Clubhouse Committee member in charge of the TGIF potlucks. This information is sent for all new residents, including those who will move into Deerlake at a later date.

5. SUBMIT BIOGRAPHIES. Send biographies for new residents to the Deerlake Diary editor.

6. CONDUCT WELCOME ORIENTATION. The Welcome Orientation is run by the Chair or a Welcome Committee member selected by the Chair.

a. All other members of the Welcome Committee are invited to the Orientation, although it is not necessary for all members to be in attendance.
b. We hold the Orientation at the Clubhouse and reserve a 1-1/2 hour time slot with the Clubhouse Committee.
c. The Orientation is based on the Orientation Guide prepared and updated by the Chair.
d. At the Orientation, everyone introduces themselves, with the new resident(s) providing a short background.
e. We provide an agenda listing the major topics to be covered, key information, the Clubhouse code, and DVCA website password for the private portal.
f. We provide who to contact for information regarding the pool, who to contact for a lower parking lot “clicker,” instructions for joining the Deerlake Facebook group, and information on the DVCA President’s email alert list.
g. We distribute Deerlake IDs and car decals.
h. We provide information on Deerlake amenities, Deerlake rules and policies, and Deerlake volunteer opportunities -- with a brief description of committees.

i. We give new residents copies of the DVCA Property Contact Information and Qualified Voting Member (QVM) Forms, along with instructions on how to return them (listing the several options for return) or complete them online.
j. The Orientation ends with a question-and-answer period.

7. Follow Up to Encourage New Residents to Volunteer for DVCA Committees. Periodically (every few months), we email new residents from the last two years to encourage them to volunteer for a Deerlake Committee if they have not already done so. We provide a list of Committees that need volunteers and ask them to check the Volunteer page on the DVCA website for further information.

8. Maintain Welcome Committee Materials. Welcome committee members contribute to updating all Welcome Committee materials as needed. We copy materials at the UPS store and charge that to our DVCA account. The person picking up the printing from UPS will get a receipt and either photograph or scan the receipt to submit the electronic copy to the DVCA Treasurer via text or email.

9. Update Volunteer Page on the DVCA Website. We contact all Committee chairs every 3-4 months; asking whether they want to add, revise, or delete a listing on the Volunteer page; and submit changes to the person responsible for maintaining the DVCA website.

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. After purchasing stamps or other materials, we use the ***Reimbursement Request*** form on the Governance / Forms location on the website. The requester will submit the receipts with the reimbursement request via email or by placing them in the cabinet to the left of the entry in the clubhouse.

Review of Charter.

We will review this charter not later than June 30th of the calendar year. Once reviewed and edited, the Chair will submit to the Welcome Committee Board Liaison for approval by the DVCA Board.

APPROVAL.

The Welcome Committee Charter was approved by the DVCA Board of Directors on the 12th day of March 2026.