

# **GREATPARK (WARLINGHAM) MANAGEMENT COMMITTEE LIMITED**

## **Directors' Responsibilities and Code of Conduct**

October 2013

### **OUR VISION**

To ensure that residents trust us to make decisions, on their behalf, that will preserve the unique atmosphere and environment of Greatpark for current and future homeowners.

### **RESPONSIBILITIES**

#### **Our purpose ...**

The purpose of the committee is to:

- Approve and monitor realistic financial budgets
- Oversee the correct application of residents' service charges
- Ensure that Greatpark is managed responsibly and efficiently
- Take decisions and operate in the best interests of all residents, making sure actions don't adversely affect homeowners.

#### **We will do this by ...**

- Operating within governing covenants and agreements
- Appointing and monitoring the performance of our managing agents and specialist contractors
- Meeting monthly to discuss all aspects of the management of Greatpark
- Obtaining, listening to and respecting the views of residents, whilst understanding that it is not possible to please everyone, all of the time
- Communicating with residents in the right way, at the right time.

### **CODE OF CONDUCT**

#### **Directors will ...**

- Comply with the Data Protection Act and not divulge information relating to residents with unauthorised parties unless authorised to do so
- Treat all correspondence from residents as confidential and not release them to any other party, other than fellow members of the committee, without the writer's consent and knowledge
- Wherever possible, acknowledge residents' emails, letters or calls within 48 hours and give them a timeframe as to when they can expect a detailed answer
- Respect the fact that residents have the right to question the actions of the committee and endeavor to give the rationale behind decisions made
- Be truthful, open and honest in all dealings with residents
- Declare conflicts of interest on decisions affecting their own property or business.