

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.