

## Contact The HOA Board

We appreciate when residents reach out to the HOA Board members with their questions, suggestions, concerns, etc. With the HOA website, we are developing a way that residents can identify what type of issue they have, type out their question or concern and in hitting send it will forward the email to the Board member that manages those requests. This also gives us a way to track the questions and concerns that are raised.

### How To:

1. Go to the Grand Reserve HOA website. Link: <https://www.grandreservehoa.com/>
2. Click on Contact A Board Member (This is on the Home Page in the middle of the heading)
3. Complete the form as it requests. By clicking on one of the boxes indicating the nature of your concern, your concern will be directed to the board member working with those issues.
4. You will get a response from that board member within three days.

### Developing this process:

1. We have asked board members that if they receive a direct email, to ask the person requesting to use the HOA website process.
2. We can only improve this process if people are using it and letting us know if there is a problem.
3. If there is a problem when you try it, please reach out directly to Lori at [ljkgrhoa@gmail.com](mailto:ljkgrhoa@gmail.com) She will get your request to the right person. She will also ask your feedback on the experience so we can learn and keep developing.

### Next in line:

1. Heidi, our website designer, is working on steps to send the modification and maintenance requests electronically. We will keep you posted
2. If you have other ideas for developing the website, please reach out to Lori.

Thanks for your work with this!