

WILLOW BROOK METROPOLITAN DISTRICT
COMMUNICATIONS POLICY

WHEREAS, the Willow Brook Metropolitan District (“District”) is a quasi-municipal corporation of the State of Colorado, providing water, roads, trash and other services to the owners of Ruby Ranch, Silverthorne, Colorado; and

WHEREAS, it is the desire of the Board of Directors (“Board”) to define a communications protocol to enhance communication with the owners of the community;

NOW, THEREFORE, BE IT RESOLVED that the Board hereby adopts the following Communications Policy:

Communication Resources: The Board will utilize the following communication resources to effectively communicate with the owners of Ruby Ranch:

District’s website: willowbrookmd.colorado.gov

District’s communication email address: WBCommunications@wbmetro.org

Newsletter

Board Meetings

Metro Board Email Address: Board@wbmetro.org

Ranch Manager Email Address: ranchmanager@wbmetro.org

Meeting Agendas, Notices and Packets:

Meeting agendas/notices will be sent out to all owners via the District’s email address and will be posted on the District’s website.

Board meeting packets will be posted and made available on the District’s website prior to Board meetings.

Owners are encouraged to attend Metro Board meetings. These meetings are open to the public, and a public comment section is included on meeting agendas.

Board Meeting Minutes:

Board approved and executed board meeting minutes will be posted on the District’s website.

Legal Notices:

Legal notices from the District that are required to be provided to all owners will be sent out through the District’s email address and posted on the District’s website, as well as provided by other methods as may be required by law. Legal notices will include, but are not limited to, water rate increases, upcoming elections, public hearings to adopt annual budgets or budget amendments, etc.

Election Notices:

All election notices will be posted on the District's website. Regular elections of the Board are held on the first Tuesday following the first Monday in May of odd years.

Financial Documents:

The annual budget and audit, and any other required financial reporting, will be posted on the District's website.

Emergency Notifications

The District will use all means available to it, including rrgeneral, to alert owners of any emergency situation that may arise.

Communication with the Metro Board:

Owners with questions, concerns, or general comments related to the Metro District will use the District's email address. Emails received from owners will be provided to the Board by the District Manager when received. In addition, an agenda item "Community Comments" will be on all agendas and current emails received will be included in Board meeting packets. The District will not use rrgeneral to communicate with the owners of Ruby Ranch.

In addition, the District will also use the Newsletter prepared by John Drake to provide District-related news to the owners. Any article relating to the District will be reviewed and approved by the Board President prior to distribution to the community.

Public Comment Opportunities During Board Meetings: The Board wants to hear from the community. A "public comment" opportunity will be part of every meeting agenda. Public Comment will first be taken on non-agenda items. There will be opportunities throughout the meeting to provide comment on agenda items as requested by the Board. Public comment will be limited to 3-minutes per person and will be received only during the public comment opportunities described above.

Service Requests:

A Service Request form will be made available on both the RROA and the WBMD websites.

The Service Request will ask for the following information:

- name, address and contact information (phone and email) of person requesting service
- date of request
- description of service requested and general area of needed repair
- if applicable, a picture of the issue needing repair

The form is then submitted through the website. The District Manager and Ranch Manager will both receive the request. The District Manager will file all requests digitally in the District's files.

The Ranch Manager will respond within two (2) business days to the person who submitted the request. In addition, the Ranch Manager will keep track of all requests in a spreadsheet. Information updated on the spreadsheet will include:

- date resolved
- resolution

- any materials purchased for repair
- date of notification to requestor of completion

The Ranch Manager will email the spreadsheet to the Board and the District Manager at the end of each month.

If any issues surface with the day-to-day operations of the Ranch, please contact the Ranch Manager at ranchmanager@wbmetro.org or the District Manager at sblair@crsofcolorado.com.

EMERGENCY CONTACTS

24/7 Emergency Contact: 303.381.4960 (Community Resource Services)

Water Emergencies: 970.485.4342 (Ranch Manager)

Emails from the District Board of Directors: The Board has established an email Board@wbmetro.org that will be used by the Board for communication to the owners of the Ranch. Owners will need to add this email address to their contact lists.

ADOPTED this 22nd day of July, 2022.

WILLOW BROOK METROPOLITAN DISTRICT

By: EJ Albright

President

ATTEST:

Jim Blair

District Manager