

TABLE OF CONTENTS FOR: [... ALL ABOUT Q&A'S]

BECOME MORE KNOWLEDGEABLE ABOUT LOS PRADOS'S COMMUNITY AFFAIRS BY PERIODICALLY VISITING OUR WEBSITE'S 2 NEW OFFERINGS: 'MEETINGS LOG' AND 'Q&A LOG'.

TO HAVE ARRIVED AT THIS [... ALL ABOUT Q&A'S] DOCUMENT, YOU FIRST ENTERED LOSPRADOS.NET INTO YOUR BROWSER, THEN YOU SELECTED 'PUBLIC DOCUMENTS' IN THE UPPER LEFT CORNER OF THE SCREEN AND THEN YOU SELECTED [... ALL ABOUT Q&A'S] FROM THE DROPDOWN LIST.

SELECTING ANY SECTION# BRINGS YOU TO THE SECTION'S FIRST PAGE OF CONTENT. (A.K.A. HYPERLINK)	PAGE#	PAGE CONTENT
	PAGE 1	TABLE OF CONTENTS
SECTION-1	PAGE 2	[ALL ABOUT Q&A'S] DISCUSSION
SECTION-2	PAGE 3	HOW TO SUBMIT A QUESTION

NOTE THE “Q” PART OF A Q&A MAY BE A ‘COMMENT’ TO WHICH A REPLY MAY OR MAY NOT BE GIVEN.

WHETHER SUBMITTED IN WRITING (AS IS THE BOD’S PREFERENCE) OR ASKED IN A “LIVE” INTERACTION, EITHER WILL FIND A PERMANENT HOME IN THE ‘Q&A LOG’ IF:

- 1. IT DOESN’T ALREADY EXIST IN THE ‘Q&A LOG’ AND**
- 2. IT ISN’T ALREADY ADDRESSED IN THE GOVERNANCE DOCUMENTS.**

ONE OWNER HAS BEEN PARTICULARLY ACTIVE AND OBSERVANT OVER THE YEARS IN POINTING-OUT PROPERTY ITEMS NEEDING ATTENTION AND EMAILING THE ITEMS TO THE MANAGEMENT COMPANY (MOST OFTEN WITH PHOTOS). OTHERS ROUTINELY EMAIL AND TEXT QUESTIONS ABOUT THIS OR THAT TOPIC. HOWEVER, UNDER THE CURRENT PRACTICE, NO OTHER OWNERS BENEFIT FROM THEIR REPORTING/QUESTIONING EFFORTS BECAUSE THERE IS NO EASY SHARING MECHANISM. THE NEW ‘Q&A LOG’ REMOVES THAT LIMITATION.

NOTE THAT THE “Q” PART OF A Q&A MAY BE A ‘COMMENT’ TO WHICH A REPLY MAY OR MAY NOT BE GIVEN.

1. MAKE THE ASKING OF A QUESTION INDEPENDENT OF A MEETING VENUE (DELINKING).

2. EXPANDING Q&A EFFICIENCY AND REACH.

PREVIOUSLY, QUESTIONS WERE INDIVIDUALLY ASKED IN EMAILS, TEXTS, PHONE CALLS AND VERBALLY AT MEETINGS (WHICH WERE AND STILL ARE LIMITED TO 3-MINUTES ON AGENDA TOPICS). AS A RESULT, EACH Q&A DIDN’T REACH ITS FULL POTENTIAL AS A COMPLETE RECORDED PACKET OF SEARCHABLE INFORMATION BY ANY ONE.

NOW HOWEVER, A QUESTION CAN BE ASKED: ON ANY TOPIC/AT ANY TIME/OF ANY COMPLEXITY AND BE MADE AVAILABLE TO THE ENTIRE MEMBERSHIP IN THE WEBSITE’S ‘Q&A LOG’ FOR POSTERITY.

3. OUT WITH THE VERBAL.

A. A ‘VERBAL QUESTION’ IS BY DEFINITION TOO-OFTEN FLAWED FOR MANY REASONS (I.E. PERHAPS NOT WELL-UNDERSTOOD BY THE RESPONDER).

B. CONVERSELY, WITH A ‘WRITTEN QUESTION’, THE ‘REQUESTOR’ AND ‘RESPONDER’, ARE ABLE TO DELIBERATIVELY PROVIDE THE BEST FORM OF THE Q&A, WHILE ALSO HAVING IT CAPTURE-ABLE ON THE LOS PRADOS WEBSITE FOR ANYONE’S EASY ACCESS ... CAUSING US TO LEARN FROM EACH OTHER’S Q&A EFFORTS.

4. A PERFECT EXAMPLE.

SEVERAL DAYS AFTER THE 2ND FIXED-FREQUENCY MONTHLY BOARD MEETING, AN OWNER TEXTED A QUESTION TO A BOARD MEMBER.

THE QUESTION WAS ONE THAT HAD NEVER BEEN ASKED BUT WAS OF SUCH A NATURE THAT THE VOLUME OF INFORMATION AND COMPUTATIONS NEEDED TO PROPERLY ANSWER IT WOULDN’T HAVE BEEN PRACTICAL IN ANY MEETING’S VERBAL Q&A PERIOD - WITH THE RESPONSE NO DOUBT DEFERRED.

THE POINT OF THE STORY IS THAT THE ‘TEXT & RESPONSE INTERACTION’ BECAME THE CATALYST FOR THE OBVIOUS ... THE REALIZATION THAT THE MOST HELPFUL QUESTIONS ARE BEST PRESENTED IN WRITING. MEANING THAT A NEW WAY OF THINKING AND DOING BUSINESS REGARDING DISSEMINATING INFORMATION FROM/TO THE COMMUNITY HAD BEEN ACHIEVED ... AN APPROACH THAT NOW INCLUDES THE ‘MEETING LOG’ AND THE ‘Q&A LOG’.

TO REVIEW THE GAME-CHANGING QUESTION AND ANSWER, PLEASE GO TO LOSPRADOS.NET:

SELECT: PUBLIC DOCUMENTS | Q&A Log | QUESTION-0001:TUESDAY 2023-07-18

SECTION-2: HOW TO SUBMIT A QUESTION

1. FORMULATE YOUR QUESTION AS CLEARLY AS POSSIBLE:

YOU MAY WANT TO REVIEW THE 'Q&A LOG' TO GAIN INSIGHT INTO HOW OTHER QUESTIONS HAVE BEEN FORMULATED. **To ACCESS THE 'Q&A LOG':**

- A. ENTER: **LOSPRADOS.NET** INTO YOUR BROWSER,
- B. SELECT: **'PUBLIC DOCUMENTS'** IN THE UPPER-LEFT CORNER AND
- C. SELECT: **'Q&A LOG'** FROM THE DROPDOWN LIST.

2. EMAIL YOUR QUESTION TO TAD JOHNSON:

TJOHNSON@REOURCEPROPERTYMGMT.COM

- A. PLEASE BE SURE THE EMAIL CONTAINS YOUR NAME, B#/U# AND EMAIL ADDRESS.
- B. IF YOU WISH, YOU MAY INCLUDE PHOTO(S) IN THE EMAIL.

3. WHEN RECEIVED BY THE MANAGEMENT COMPANY, THEIR REPRESENTATIVE WILL:

- A. EXAMINE THE QUESTION FOR CLARITY,
- B. LOG IT AND
- C. FORWARD IT TO EACH BOARD MEMBER.

4. WHEN RECEIVED BY THE BOARD:

- A. AN ASSIGNED BOARD MEMBER WILL PERFORM A 'UNIQUENESS TEST'. IF THE QUESTION IS UNIQUE, YOUR QUESTION WILL BECOME A TOP PRIORITY AND NO EFFORT WILL BE SPARED TO PROVIDE THE BEST ANSWER(S) IN A TIMELY MANNER,
- B. THE Q&A WILL BE ADDED TO THE WEBSITE'S 'Q&A LOG' AND
- C. THE SENDER WILL RECEIVE A RETURN EMAIL STATING WHERE IN THE 'Q&A LOG' THE QUESTION'S RESPONSE IS LOCATED.

5. THE WEBSITE'S 'Q&A LOG' IS THE ONLY AUTHORITATIVE SOURCE FOR Q&A's:

- A. FOR EXAMPLE, SOMEONE MAY CHOOSE TO TRANSFER A QUESTION AND/OR ANSWER IN WHOLE OR IN PART SOMEWHERE ELSE (I.E. ON A SOCIAL MEDIA PLATFORM).
- B. SUCH A "TRANSFER" IS HIGHLY DISCOURAGED BECAUSE IT WILL NOT BE AUTHORITATIVE, AS SOME VERBIAGE COULD HAVE BEEN INADVERTENTLY OMITTED OR MODIFIED DURING THE TRANSFER.
- C. THE TRANSFERRED VERBIAGE MAY BE INCOMPLETE IN THAT OUR WEBSITE MAY CONTAIN CROSS-REFERENCES TO OTHER RELEVANT Q&A'S THAT HADN'T BEEN TRANSFERRED.
- D. THE RESPONSE MAY BE ENHANCED OVER TIME AS NEW INFORMATION COMES IN THAT RENDERS THE TRANSFERRED INFORMATION INACCURATE OR INCOMPLETE.
- E. IN SUMMATION, GET USED TO USING OUR WEBSITE BECAUSE IN REVIEWING YOUR RESPONSE, YOUR EYE MAY LAND ON OTHER ENLIGHTENING QUESTIONS/COMMENTS.