



Box 19554 RPO South Cranston
Calgary, AB T3M 0V4
(825) 735 – 7224
admin@ghostlake.ca

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Hello,

During this year's Annual General Meeting (AGM), a question was raised regarding the communication channels between the SVGL administration/council and the public. As effective communication holds great significance for us, we would like to take this opportunity to provide clarification to avoid any misunderstandings.

Communication between the council and administration takes place through the following formats:

- Email distribution lists of property owners.
- Email distribution list of property owners and their family members.
- Written correspondence via conventional mail (limited to tax notices).
- One-on-One direct mail, email, phone calls for privileged or confidential matters to registered property owners
- Website communication.
- Emergency SMS/text messaging to any property owners, family and friends who provide their contact information.

To ensure accurate communication, we rely on property owners to keep their contact information up to date. Our official source of contact information is the registered mailing addresses in the land titles registration.

Unofficial communication within the village occurs through alternative platforms such as:

- Social media platforms like Facebook.
- Ghostlake.live email group.

While members of the administration and council may participate in these unofficial communication channels (by posting, administering, moderating, or hosting), it is important to note that any and all "official" communication will strictly occur through the previously mentioned formats. We acknowledge that the unofficial communication groups may include some, but not all, titled property owners, as they also involve additional family members and friends. These groups are not identical to the "official" email distribution lists.

We recognize that while many properties may be registered under the name of one or two family members, a larger group of family members may use and frequent our community. We highly value the contributions of extended family members in volunteer work, social activities, recreational pursuits, and other endeavors within the Summer Village. Presently, we heavily rely on internal communication within the family and friends of property owners.

When it comes to formal communication regarding policies, council activities, or administrative matters, we prefer direct contact between the property owner and the administration. Given our limited administrative resources this is primarily a measure of trying to prudently utilize our staff. As a matter of policy unless the communication is privileged and confidential, we are happy to share those communications with the general public and reflect their content on our municipal website www.ghostlake.ca.

Regarding voting, only registered title holders are currently permitted within the village. We will be making an inquiry with municipal affairs to explore the possibility of including long-term renters as registered voters in future municipal elections.

Likewise, when distributing "official" surveys, we have chosen to send them solely to the list of title holders. This decision is aimed at ensuring representation by each property owner and minimizing the administrative burden of distributing to a larger group.

At present, we do not have a policy in place concerning property title holders granting Power of Attorney to others. This topic was raised for discussion, and we will need to address it in the future. We are open to discussing this matter with individuals and their families who find themselves in such situations, with the goal of reaching a transparent, easily navigable, and confidential solution.

As we have recently encountered long-term renters within the village, we have yet to address the issue of their inclusion in our processes. We acknowledge that in other municipalities, renters have the right to vote and participate in various municipal procedures. Further work will be undertaken to address this subject.

Thank you for your attention to these matters. If you have any further questions or concerns, please do not hesitate to reach out.

Regards,

Council and Administration
Summer Village of Ghost Lake