



Neighborhood Representative Overview & Guidelines

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Welcome to the Neighborhood Representative Program Building Community Through Communication & Engagement

Introduction

Communities are vital to every aspect of our lives. Being part of a community gives us a sense of belonging and connection to something greater than ourselves. It offers opportunities to build relationships, pursue shared goals, and foster a sense of safety and support.

To help cultivate this spirit of connection, Del Webb implemented the **Neighborhood Representatives Program**—a structured initiative aimed at enhancing communication, promoting engagement, and strengthening neighborhood ties within our community.

Purpose

The Neighborhood Representatives Program is designed to promote a strong sense of community within each neighborhood of “*the Grand*”. It serves to enhance communication among residents, the Community Association Management (CAM) staff, and the Board of Directors (BOD).

Roles & Responsibilities

Attendance and Engagement

- Attend regularly scheduled Neighborhood Representative meetings, typically held on the first Friday of each month. Staying informed ensures that you can effectively assist and support residents.
- Participation in Board Meetings and Workshops is encouraged to gain a broader understanding of community affairs.

Welcoming New Residents

- Make a personal effort to welcome new neighbors—whether with a visit, phone call, or email—to foster connection and inclusivity.

Communication with Residents

- Send monthly email newsletters to neighborhood residents using blind copy (BCC) or a communication platform like Mailchimp to share key updates from Neighborhood Representative meetings.
- Maintain ongoing contact to build trust and serve as a reliable source of information.

Neighborhood Representative Role

- Assist residents in navigating community resources, staying informed about events, and accessing accurate and consistent information.
- Connect neighbors with appropriate contacts or services when necessary.

Liaison Role

- Act as a communication bridge between your neighborhood, the Board of Directors (BOD), and Community Association Management (CAM) staff, ensuring mutual understanding and the flow of accurate information.

Confidentiality & Appropriate Use of Information

- **Resident contact information is strictly confidential and may only be used for official community-related communication.**
- Use of resident data for personal opinions, business promotions, political messaging, or gossip is strictly prohibited.
- Business letterhead and signatures must not be used in Neighborhood Representative communications.
- Misuse of contact information is grounds for dismissal.

Fostering a Neighborhood

Purpose:

Individuals wishing to serve as a Foster Neighborhood Representative, may be appointed to represent a neighborhood without representation.

Eligibility:

- Residents may foster a neighborhood if they live within the same pod as the neighborhood being fostered.
- Must be a resident in good standing.

Objective:

- The “foster” Neighborhood Representative is expected to actively recruit a prospective permanent Neighborhood Representative from the fostered neighborhood.

Time (Term) Commitment:

- The fostering term is up to a one-year commitment from the date of approval. If a representative is not recruited within that period, the fostering arrangement may be extended.

Qualifications to be a Neighborhood Representative

- Must be a member of “*the Grand*” in good standing.
- Must be a homeowner or qualified occupant of a home in “*the Grand*”.
- A volunteer should live in the neighborhood they are applying for as a Neighborhood Representative.
- Full-time residency is preferred but not required.

Becoming a Neighborhood Representative

1. Responding to an email from the Neighborhood Representative Program seeking a representative for your neighborhood.
2. Submit a Volunteer Application through Volunteer Central.

3. Participate in a one-on-one meeting with a Neighborhood Representative Council Executive Board member and the Pod Leader for the neighborhood you live in to review responsibilities and guidelines.
4. Sign the official Neighborhood Representative Agreement.
5. Following verification and approval by the Board of Directors, your appointment as a Neighborhood Representative will be made official.
6. Upon appointment, you will receive your neighborhood contact information and the necessary training resources from the Neighborhood Representative Program.
7. Ongoing training and collaboration will be available to all Neighborhood Representatives.

Meetings

- Regular monthly meetings are held on the first Friday of each month, 8:00 AM – 9:30 AM.
- Agendas will be sent via email at least 48 hours in advance.
- Suggestions for discussion topics may be submitted to the Neighborhood Representative Chair.
- Meetings are led by the Chair or a designated representative and are open to Board Members, CAM staff and residents.

Neighborhood Gatherings

- Neighborhood Representatives are encouraged to organize one neighborhood gathering annually.
- One complimentary venue within the community per year is provided for the annual event.
- All residents, renters, and occupants should be invited, if possible.

Use of Neighborhood Contact Information

- Resident information provided by Community Association Management (CAM) is to be used exclusively for official neighborhood and community business.

- Only the Alternate Neighborhood Representative may have access to this information.
- Any incorrect resident data should be referred to the Membership Department for correction.
- Any misuse of this information will result in dismissal.

Standards of Behavior

Representation: Neighborhood Representatives (Reps) shall act in the best interests of the Neighborhood Representatives Program and “the Grand” community.

- **Business Use Prohibited:**
 - Neighborhood Representatives may not use their position to promote personal businesses.
 - Business letterhead and business-related signatures are prohibited in resident communications.
- **Use of Resident Lists:**
 - **Resident lists are for official Neighborhood Representative Program communications only.**
- **Professional Conduct:**
 - Neighborhood Representatives must maintain civility, respect, and professionalism in all communications.
 - Meeting language and conduct must always remain professional.
 - Harassment, disparagement, or inappropriate language toward Neighborhood Representatives, residents, Community Association Management (CAM) staff and Board of Directors is prohibited.

Resignation & Removal

- A Neighborhood Representative may resign by providing written notice to the Neighborhood Representative Chair.
- A Neighborhood Representative may be removed for failing to fulfill duties or for policy violations, following a recommendation to the Board of Directors.

- Neighborhood Representatives are automatically removed if they are no longer an eligible residents.
- Vacancies will be filled through Volunteer Central announcements or direct outreach.
- Neighborhood Representative Alternates may serve in the absence of the primary representative.

Neighborhoods & Boundaries

- Neighborhood names and boundaries are based on the original builder designations filed with **Maricopa County**.
- To facilitate effective representation within the scope of this program, internal adjustments to boundaries may be made as necessary.
- Every property within “*the Grand*” is assigned to a specific neighborhood.
- Some lots within “*the Grand*” are designated as **maintained properties**. Homeowners of these lots pay a fee for landscaping services — including pest control — provided by **Community Association Management (CAM)**.
 - In neighborhoods with maintained properties, the **Neighborhood Representative** may have additional duties and responsibilities.

