

LA COSTA RIDGE COMMUNITY ASSOCIATION COMMUNICATIONS POLICY

Communication Goals:

- Establish clear communication processes for Owners to interact with the Association, Board of Directors, and management.
- Define minimum standards for responding to inquiries from Owners.
- Foster effective and timely communication between the Association and Owners.
- Provide informative content to enhance the Association experience and keep Owners updated about essential Association activities, opportunities, and involvement avenues.
- Promote the use of electronic communication methods when feasible.
- Encourage and facilitate Owner participation in the community, fostering an understanding of Association matters.
- Celebrate both the Association's and Owners' accomplishments, awards, and honors to nurture a sense of pride and community identity.

Communication Policies and Guidelines:

- Communication from Owners to the Association should be in written form or presented during the Open Forum segment of open Board meetings (except for emergencies).
- Owners should send written communications, such as inquiries, records requests, administrative matters, and correspondence, to the management company's addresses (electronic or otherwise) outlined in the Annual Policy Statement.
- Communications that may be addressed directly by the management will receive a response within fifteen (15) business days or as guided by the Governing Documents or California law.
- Owner communication will be shared with the Directors as Management deems relevant. If the Board needs to provide a response, it will be provided to Owners within fifteen (15) days after the Board meeting.
- All written communication must be professional and respectful in tone, without containing any threatening, profane, or harassing language. Communication with such tone or content, as well as redundant or duplicate messages, will not receive a response.
- In emergency situations, Owners are encouraged to communicate with management by telephone or reach out to relevant law enforcement agencies or fire departments.
- Owners are reminded that individual Board members may **not speak on behalf of the Board** unless the specific Board member has been authorized to do so. Conversations

outside a Board meeting are not binding and are simple discussions between friends and neighbors. All Association decisions must be formally voted upon at an official Board meeting.

- All official correspondence must be submitted to Management. If a decision is required, Management will present it to the Board for a vote at a Board meeting.
- The Association's goal is to keep members well-informed about community matters through various channels, including the Association's website, first-class mail, newsletters and e-blasts. In exceptional cases, door hangers will be distributed.
- Facebook, Next Door, and similar services are not considered formal communication channels. Posts or comments on these platforms will not yield formal responses from the Board of Directors. For responses from the Association, follow the outlined procedures.
- The contact information of Owners within the community will not be utilized by the Association or any Owner for purposes unrelated to the Association or the community, except as provided for in the Governing Documents or California Law.
- Unless responding to communication from vendors or directed by the Board, Owners should refrain from contacting the Association's vendors or attempting to guide their actions.
- The final authority over the content of messages posted on the Association website, articles in the Association newsletter, or other communications provided by the Association rests with the Board of Directors.