



## Communications Protocol

### Overview

Transparent and timely communication between Lake Castleberry Owners Association (LC-OA) Board and Committees and LC-OA Members ('Members') is the foundation for successful governance of the bylaws, covenants, guidelines and general rules and regulations and ultimately for happy and engaged community residents.

Effective and timely communications can be key to keeping our community informed, ensuring our residents comply with the bylaws, covenants and guidelines of our community. And the governing and administrative bodies have easier time enforcing policies and addressing the needs, desires and expectations of our members.

Conversely, lack of timely, inconsistent, and irregular communication can lead to unnecessary conflict and distrust between the elected LC-OA Board, appointed committees and its members.

### Purpose

This LC-OA Communication protocol is intended to ensure effective, efficient, and consistent communications; and that communications best practices are maintained between the elected LC-OA Board, appointed Committees, contracted HOA management company and residents of our community.

Also, this protocol aims to keep our community engaged, members in the know of the latest news, updates, and events in our community, and most of all, ensure all residents remain compliant with LC-OA bylaws, covenants, rules and regulations, and architectural guidelines.

### Scope

The LC-OA Communications protocol will be applied to all material communications between the elected Board, appointed Committees, contracted HOA management company and LC-OA members. This protocol is not intended to address communications among LC-OA Members as it is not within the purview of the LC-OA Board, its committees or our contracted HOA property management company ('Company').

### Protocol

- Single Point of Contact: The Company will serve as primary liaison and communication link between elected LC-OA Board, appointed Committees and Members. Specific questions, comments, requests, suggestions, concerns, complaints, code violations from Members should be directed via appropriate forms found on LC-OA webapp (addressed in subsequent section), and only secondarily via email, text, or phone call to the Company.

Similarly, the LC-OA Board President will serve as single point of contact between the Board, and Committees and assigned Company HOA Manager. This will ensure information is flowing through a single workstream and managers at the Company are not being pulled in multiple directions.

- HOA management company: The Company will supervise, manage, and report on all contracted business of the LC-OA. This will include all maintenance and repair work orders as well as all common property projects and maintenance. In addition, it will notify LC-OA members of contracted work schedules, payment arrears, and code violations. They will supervise the completion of all work items and will develop work orders and settle contract payments as needed with approval of the LC-OA Board. Additionally, they will provide ongoing administrative support to the LC-OA Board with respect to Board meetings.
- Tone of Communications: Without exception, the tone of communications will always be congenial and respectful. Personal attacks will not be tolerated and Company employees know it is perfectly okay to cut the conversation short if they feel they are being reprimanded or threatened. Company employees know that only they can determine where the line has been crossed. Accordingly, as a corrective measure, all future communications between an errant LC-OA member and Company will be via designated email addresses on-file and the LC-OA member will not be permitted to talk directly with the Company employees.
- Timing of Communications: The Board, Committees and Company will ensure communications are timely, message confirmed as received, and well within the timeframes stipulated LC-OA Bylaws. All inquiries and requests will be acknowledged and responded to in a timely manner by both the Company and LC-OA member. It is important to note that LC-OA Board and appointed committees are volunteers and they will do their best to be as responsive as their personal schedules allow.
- Modes of Communications
  - ✓ Open Meetings: The Board will hold different types of LC-OA open meetings throughout the year. As per North Carolina Planned Community Act and the Bylaws of Lake Castleberry Owners Association, the LC-OA Board will conduct a regular annual meeting at the end of the year and, as needed, special meetings of the LC-OA Members during the year. Accordingly, written notice of each annual and special meeting of the LC-OA Members will be sent not less than ten (10) days prior to, nor more than sixty (60) days in advance of, each meeting.

**Annual Meeting** typical agenda will include, but not be limited to, reviewing or ratifying annual LC-OA budget, electing new Members to the LC-OA Board, and other regular business.

**Special Meetings** may be called at any time by the LC-OA Board to address issues that need immediate attention or that need more time and discussion than can be handled in routine LC-OA Board or Annual meetings. Written notice of the special meeting will be provided to all Members and will state the reason for the special meeting.

Both the Annual and Special Meeting are open meetings and provide Members time to voice their concerns and opinions. However, the LC-OA Board reserves the right to allow only limited and reasonable amount of time for the open forum and will vigorously prohibit aggressive or inappropriate behavior. Members are typically free to bring up issues outside of the agenda set for the meeting but need to realize the LC-OA Board may not resolve the issues on the spot.
  - ✓ Email Communications: Outbound communication from the Company and LC-OA Board to LC-OA Members will be primarily done via email, especially for mass dissemination of time-sensitive, urgent, or important information. Additionally, email will be used for sharing

general news, alerts, updates and changes effective immediately; and LC-OA Board meeting notices.

Also, email communications will be used for all individual communications between Company and Members. Accordingly, all Members are required to keep their email addresses and cell phone numbers current with the Company.

The Company email which serves as the single point of contact and formal channel for LC-OA communications is [manager@grandchestermeadows.com](mailto:manager@grandchestermeadows.com).

- ✓ LC-OA webapp: To facilitate one-stop-shop for all LC-OA related matters and information, the LC-OA webapp (previously referred to as NABR) will serve as the centralized electronic resource and bulletin board for all Members to access. The LC-OA bylaws, covenants, rules and regulations, and ACC guidelines are all located on the webapp.

LC-OA Weblink is <https://engage.gonumerate.com/s/lakecastleberry/home.php>.

Alternatively, LC-OA members can get the webapp by texting 'engage' to 59248 and receive a text back with an app download link or simply search for *Enumerate Engage* in the Apple App Store or Google Play Store.

This webapp is designed to facilitate streamlined communications across the LC-OA and incorporates important features such as a repository of all LC-OA governance documents, news, community updates, resources, and maintenance updates; and a place to request specific services by completing appropriate online forms. The website allows for Members to pay HOA dues; submit questions, interests, non-compliant issues, ideas or concerns; download forms; access newsletter archives.

And in accordance with our Bylaws, LC-OA financial statements and meeting minutes of the Board and appointed committees are available for inspection. The webapp will be updated as needed to reflect current events and general needs of Members.

- ✓ Signage: Physical signs and placards will be used to inform residents of upcoming board meetings, events, pool and club house closures, major repairs, and important immediate information or rule changes regarding use of community facilities and the like.

For the most part signages will serve as backup communication and reminder; and not a substitute for email communications. Members are encouraged to regularly check LC-OA emails.

- ✓ Newsletters: Finally, LC-OA volunteers, independent of the Board or Committee, may publish regular electronic newsletters to keep Members informed of upcoming events, security and safety related information, important updates and reminders; notices of community maintenance dates or any information that would be of interest to the community. Members can email newsletter requests to:

[lcb-newsletter@grandchestermeadows.com](mailto:lcb-newsletter@grandchestermeadows.com)

- Social Media: Social media platforms, e.g., Facebook, WhatsApp, Instagram, etc. and social media networks, e.g., Nextdoor, are NOT valid or official form of communication for LC-OA. They will NOT be used or monitored by the Board, committees and Company. And as such should not be used in lieu of the above channels of communication with the LC-OA Board, committees and Company.

- Confidentiality: LC-OA Board and committee members must not disclose any privileged or confidential information that is acquired while acting as LC-OA Board or Committee member. This duty of not sharing privileged or confidential information even extends after their term as LC-OA Board or Committee member expires. Likewise, LC-Board and Committee members are not permitted to discuss confidential matters, e.g., delinquent accounts and health conditions, and any other sensitive information, outside of the Board or respective Committee.

Also, LC-OA Board, Committee members and Company cannot communicate or use privileged information for their own gain or as leverage against another member.

In the case, when an LC-OA member believes privileged or confidential information has been breached the LC-OA member should immediately email the Company clearly informing them of the nature and details of the breach.

- Special Favors or Assistance: LC-OA Members are strongly discouraged from requesting special favor or assistance directly from Board and Committee Members. Rather all requests, concerns and special requests, including matters requiring immediate attention, should be directed to the Company using email noted earlier. As noted earlier, Board and Committee Members are strongly discouraged from directly communicating or engaging with Members or posting on social media platforms/networks about all LC-OA related matters.
- Personal attacks or misleading comments about the Board, its appointed Committee Members or LC-OA Members either written or verbal, including via social media platforms and social networks is strictly prohibited and will be vigorously sanctioned.