

## **RLPOA Board & Resident Communications Policy**

**Purpose:** This policy is to insure professional communication between the RLPOA Board and the residents of Raintree Lake in all forms of communication. This is specifically, but not limited to, verbal communication in person or via telephone and written communication to include email, regular mail or any other written form of communication.

**Policy:** All communication between the RLPOA Board members and the residents of Raintree Lake will be conducted in a professional and civil manner. Inevitably, disagreements will occur between the RLPOA Board members and residents of Raintree Lake. When this occurs, all parties will conduct themselves in a professional manner to allow for productive dialogue.

### **Prohibited Acts**

**Name Calling:** Names used to belittle, berate or “talk down” to anyone are prohibited. Anyone belittling or berating any Board member or homeowner while in a meeting will be warned that they are “out of order.” If they continue to engage in this activity, they will be asked to leave the meeting. Anyone who engages in this type of activity in written communication will be warned that they are “out of order”. If they continue, their written communications will neither be received nor accepted by RLPOA Board members. Any RLPOA Board member who communicates verbally or in written communication in the manner described above will be warned they are out of order. If they continue to engage in this activity after being warned, will be censured and prohibited from providing any communication in the name of the RLPOA Board.

**Unverifiable Claims:** No claims of misconduct, malfeasance, misfeasance or a general claim of inappropriate conduct will be made without verifiable evidence to support such a claim. Unsubstantiated claims of misconduct will not be presented in meetings or written communication between the RLPOA Board members and residents of Raintree Lake. Any claim, as defined above, made by a member of the RLPOA Board or a Raintree Lake homeowner and/or resident will require immediate evidence to verify the claim. If no verification is presented, the person presenting the claim will be warned that they are “out of order”. If they continue to engage in this activity they will be asked to leave the meeting.

Anyone who engages in this type of activity in written communication will be warned that they are “out of order.” If they continue to engage in this activity, they will be censured and banned from having their written communication received or accepted by the RLPOA Board members. Any RLPOA Board member that engages in this activity will be warned they are out of order. If they continue to engage in this type of activity after being warned, they will be censured and prohibited from providing any communication in the name of the RLPOA Board.

**Disruptions to Meetings:** If any person is asked to leave a RLPOA meeting as described above, and subsequently refuses to leave the meeting, the meeting will be adjourned and rescheduled. At the time of the rescheduled meeting the RLPOA Board will have the option of providing a Sergeant at Arms to assist in controlling participants in the meeting so that the business to be conducted in the meeting can be accomplished.

The Sergeant at Arms will have the authority to prevent disruptions to the meeting. The Sergeant at Arms will also have the authority to remove anyone creating a disruption from the vicinity of the meeting.