

Briar Chapel Community Association Communications Policy *Updated January 2021*

Policy Statement:

Recognizing that effective, regular, and two-way communication is critical to an inclusive and interactive community, the Briar Chapel Community Association (BCCA) Board has established this communications policy to provide guidance and avenues of communication for all Briar Chapel Homeowners, the Management Team, and BCCA Board Members. The BCCA Board may appoint a Communications Committee to assist with the development, maintenance, and implementation of this Policy.

Communications Goals:

- Establish transparent, effective, inclusive and timely communications within the community, Board, Management Team, and Homeowners.
- Provide information that will keep Homeowners informed about topics ranging from routine activities to important community issues.
- Communicate with Homeowners, when feasible and appropriate, on proposed or pending actions or events that may be of interest to or impact the community.
- Establish the processes for how Homeowners may communicate with the Management Team and the BCCA Board.
- Maximize and facilitate electronic communications when possible.
- Establish minimum standards for the BCCA and Management Team to respond to Homeowner inquiries when necessary and publish these guidelines to the community.
- Promote Homeowner involvement in the Briar Chapel Community by sharing ways for the Homeowners to become actively involved in the community.
- Encourage an understanding of BCCA operations and issues through attending meetings, participating in committees, routinely sharing feedback, and running for office on the Board when the opportunity arises.
- Celebrate diversity and foster an open dialogue for all voices to be heard.

Communications Channels:

The primary communications channels to Homeowners are the official BCCA website, www.BriarChapelLife.com, which all Homeowners are encouraged to use on a regular basis, and the U.S. Mail for special, important correspondence like annual meeting notices and Board election materials. Secondary communications channels include a regular newsletter (typically monthly) and the Management Team's regular

electronic updates (typically weekly, and called the "Friday Flash"), which are provided to all registered Homeowners. The open portions of the regular BCCA Board Meetings are another important source for information sharing.

Final authority as to the content of messages posted to the BCCA's website, articles in the BCCA's newsletter, the Management Team's electronic updates, or other similar communications rests with the BCCA Board.

Additional communications methods will be used when appropriate to ensure broad notifications to Homeowners and may include the use of email and text messaging, when authorized by the Homeowners (e.g., pool closings due to inclement weather, postings at the Clubhouse and/or pool, athletic facilities, or other amenities).

The use of email among Board members, the Management Team, and/or Committee members is strongly encouraged. However, do note that any formal decisions must be made by the BCCA Board as specified in the bylaws.

BCCA Board Communications:

BCCA Board meetings are scheduled regularly (typically every month), and try to take into account Homeowners' work schedules as much as possible. The meetings may be in person or online (virtual) through an appropriate means that allows ready access by the community. The BCCA Board may change BCCA meeting times at its discretion (e.g., to accommodate federal or state requirements and guidance) and will provide notice to Homeowners of such changes in advance of the meeting. The meeting schedule will be posted on the www.BriarChapelLife.com website, with reminders by the Management Team's electronic updates.

The BCCA Board may also hold "Town Hall Meetings" (in-person or virtual) at its discretion as another means to communicate with Homeowners.

A list of potential topics to be discussed at each meeting will be available on the website for Homeowner review at least 24 hours in advance. Additional copies of the agenda will be available at the meeting when such meetings are held in person and online when the meetings are virtual. The widely-used *Robert's Rules of Order* will pertain to the conduct of the meeting. The final Board-approved minutes will be posted on www.BriarChapelLife.com within three (3) business days after approval (typically approved at the next Board meeting).

Pertinent financial information, such as financial statements required to be created per the Association's Bylaws, the North Carolina Nonprofit Corporation Act, and North Carolina Planned Community Act, shall be uploaded to the website on a regular basis.

Homeowner Communications:

ALWAYS CALL 911 If there is an emergency (life or property) situation requiring law enforcement, fire and rescue, or ambulance.

As dictated by the nature of the emergency, and especially if community property is involved, the BCCA Management Team should be contacted at the BCCA phone number 919-240-4955 if during regular office hours, or if after office hours and weekends at the emergency phone number 1-855-546-9462.

All Homeowner communications regarding BCCA business and the BCCA community must be made in writing (email or hard-copy) through the Management Team to the BCCA Board for its review. There are currently two additional venues for reaching the Board: (1) via the BCCA website using the "Contact the BCCA" feature; and (2) via the Homeowner Forum/Public Comment portion of Board meetings at which homeowners have the opportunity to address the Board for up to three minutes once they have registered in advance to do so.

Note that communications not consistent with the above policy are unlikely to be responded to or acted upon. The sole exception to this is for issues which have an immediate impact on the community and/or which have an extreme urgency to them.

For non-emergency requests, the Management Team will endeavor to acknowledge receipt of a Homeowner's communication by the following business day after receiving the communication (e.g., request received on Tuesday with response expected on Wednesday; response received on Friday with response expected on the following Monday), and will provide a substantive response to a Homeowner communication. Many of the communications will be able to be addressed solely by the Management Team (e.g., questions about payment of BCCA dues, maintenance of community facilities, design or landscaping review requests, covenant violations, inquiries about community activities, and use of community facilities). For topics which require Board input, decision-making, or approval, the Management Team may include comments and recommendations of their own, and then will forward the documentation to the Board and/or speak to it during a Board meeting (and subsequently documented in the Board's minutes).

In all cases the Management Team will keep a log of all communications from Homeowners, along with the Management Team's responses, and will share this information with the Board on a regular basis (at least monthly).

All communications between Homeowners, the Management Team, and the BCCA Board must be respectful in tone, and shall not contain any profanity, personal slurs, threats, or otherwise harassing or inappropriate language. Communications that contain such inappropriate tone or language are unacceptable, and therefore the Board will take appropriate actions.

Before each BCCA Board in-person or virtual meeting, and in open session prior to the Annual BCCA Meeting, there are open forums to allow Homeowners the opportunity to present issues of concern and/or to comment on specific items on the

agenda. Three (3) minutes of time will be allowed for Homeowners who have registered in advance of the commencement of the meeting to present their issues and views. The Board may set time limits on the total time allotted for the open forum session of the regular BCCA Board meetings. However, neither the Management Team's General Manager/Director nor Board members are obligated to respond to Homeowners that address the Board during open session.

Other opportunities exist for Homeowner participation and communication. The BCCA, at its discretion, creates committees for needs that require more effort than regular Board meetings permit, and where Homeowner input is important. These committees will solicit expertise from our community as required. Actions, status on current topics, and proposals will be communicated to the BCCA Board and Homeowners at Board meetings by Board-approved committee spokespersons, as requested by the Board. Homeowners are encouraged to offer their expertise to one or more committees by contacting the Management Team.

Independent Media:

Independently-operated newspapers, magazines, and social media sites are not monitored by the BCCA Board or Management Team. Any question, concerns or comments raised by residents in such media will therefore not be addressed by the BCCA Board or the Management Team.

Vendor Communications:

Unless responding to communication from a vendor acting on behalf of the BCCA Board or directed by the BCCA Board itself, Homeowners may not directly contact the Association's vendors or otherwise attempt to direct vendors' actions or activities.

Contact information:

- Contact information for the Homeowners within the community and the Resident's Directory will not be used by the Association or any Homeowner for any business or commercial use, or any other purpose not involving the BCCA or community.
- Contact information for the Board of Directors, the Management Team, and Committee Chairs can be found on the www.BriarChapelLife.com website.