

# SBHOA Communication Guidelines 2025

## Purpose

Our condominium community is built on mutual respect, cooperation, and neighborly consideration. This policy establishes clear expectations for communication that promotes a safe, welcoming, and solution-focused environment.

## Standards of Communication

All residents, board members, vendors, and guests are expected to:

1. **Speak Respectfully**
  - Use civil and courteous language at all times.
  - Avoid shouting, profanity, insults, labeling, or hostile remarks.
2. **Listen with Openness**
  - Allow others to share their feelings and perspectives without judgment.
  - Acknowledge differences and seek to understand.
3. **Express Concerns Constructively**
  - Frame issues in terms of needs and possible solutions rather than blame.
  - Address specific behaviors or situations, not personal attacks.
  - Make requests specific and actionable, allowing for a collaborative approach to finding a solution.
4. **Maintain Professional Written Communication**
  - Keep emails, letters, and online posts respectful, concise, and free of inflammatory language.
  - Avoid group messages or public postings that escalate conflict or single out individuals.
5. **Resolve Conflicts Peacefully**
  - Attempt respectful, direct dialogue when disagreements arise.
  - Remain professional and avoid personal attacks or informal confrontations.
  - If direct resolution is not possible, seek assistance from the board for mediation.

## Accountability

To preserve harmony in our community:

- Minor violations may result in a written reminder of this policy.
- Repeated or serious violations may require mediation or intervention by the board.
- In extreme cases, enforcement actions consistent with the condominium's bylaws may be applied, including fines or legal remedies.

## Commitment

By choosing to live in this condominium community, residents, guests, and vendors agree to uphold these principles of communication. Together, we maintain a respectful and supportive environment for all.

Board Approved 11.10.25