

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